

0:0:0.0 --> 0:0:0.710

Jeffrey Warwick

Can you guys hear me?

0:0:0.760 --> 0:0:1.720

Jeffrey Warwick

Sorry, I've been talking quietly.

0:0:3.630 --> 0:0:3.830

Adrian Garcia

Yep.

0:0:3.200 --> 0:0:4.230

Speaker 1

Yeah, we can hear you better now.

0:0:4.700 --> 0:0:5.810

Adrian Garcia

And I did start recording.

0:0:5.820 --> 0:0:9.660

Adrian Garcia

So we'll have a we'll have this dereference, absolutely.

0:0:9.510 --> 0:0:10.110

Speaker 1

Perfect.

0:0:10.120 --> 0:0:10.460

Speaker 1

Thank you.

0:0:11.250 --> 0:0:15.720

Jeffrey Warwick

Umm to everyone I have this quote that I've already edited.

0:0:15.970 --> 0:0:17.350

Jeffrey Warwick

I've added products to it.

0:0:17.360 --> 0:0:24.360

Jeffrey Warwick

This has an Ethernet 50 Meg bandwidth product on it, so Ethernet would need to go through the SE.

0:0:25.210 --> 0:0:27.160

Jeffrey Warwick

So basically I create my quote.

0:0:27.770 --> 0:0:30.560

Jeffrey Warwick

Let's say I forgot the task my see in this instance.

0:0:30.790 --> 0:0:35.380

Jeffrey Warwick

When I go to submit my quote for approval, I'll be able to enter whatever I want.

0:0:38.810 --> 0:0:41.130

Jeffrey Warwick

Usually it should be a, you know.

0:0:41.810 --> 0:0:46.450

Jeffrey Warwick

Explanation for why this needs to be approved and why it's going to the approval that's going for.

0:0:47.890 --> 0:0:50.620

Jeffrey Warwick

But in this case I'm gonna breeze through that and submit it.

0:0:51.850 --> 0:0:58.800

Jeffrey Warwick

So in this instance, since I have Ethernet on the quote, it's gonna create 2 approvals for me.

0:0:58.890 --> 0:1:3.140

Jeffrey Warwick

One is gonna go through the SE 1st now and then the other one.

0:1:3.150 --> 0:1:4.170

Jeffrey Warwick

Oh, it looks like it didn't even work.

0:1:5.380 --> 0:1:7.590

Jeffrey Warwick

Hang on, that's confirm.

0:1:13.210 --> 0:1:14.80

Jeffrey Warwick

Technical difficulties.

0:1:19.810 --> 0:1:20.410

Jeffrey Warwick

Let's try it again.

0:1:24.770 --> 0:1:27.111

Speaker 1

And just and just while he's E.

0:1:28.530 --> 0:1:28.840

Speaker 1

As you.

0:1:28.910 --> 0:1:29.50

Speaker 1

See.

0:1:29.590 --> 0:1:30.820

Speaker 1

It said price floor exception.

0:1:31.470 --> 0:1:32.70

Speaker 1

Because.

0:1:33.390 --> 0:1:34.660

Jeffrey Warwick

Yeah, there it.

0:1:34.670 --> 0:1:34.710

Jeffrey Warwick

Is.

0:1:32.790 --> 0:1:40.250

Speaker 1

If it does have a pipe price for exception, it'll go through that same approval, so you don't have to do 2 approvals if it doesn't.

0:1:40.360 --> 0:1:40.570

Speaker 1

Have a.

0:1:40.630 --> 0:1:41.610

Speaker 1

Price floor exception.

0:1:41.620 --> 0:1:48.80

Speaker 1

You wouldn't see that drop down if it did have a price floor exception, then you will see that drop down as well.

0:1:48.90 --> 0:1:53.740

Speaker 1

So no additional action from you, all from the AE from this standpoint.

0:1:54.760 --> 0:2:0.970

Jeffrey Warwick

You're correct and as you can see, you can see there's two approvals that are sent over here.

0:2:0.980 --> 0:2:2.950

Jeffrey Warwick

One of them is the new SE approval.

0:2:3.140 --> 0:2:6.150

Jeffrey Warwick

So as I'm logged in as Cody, the the Tim is his AZ.

0:2:6.580 --> 0:2:8.430

Jeffrey Warwick

The first approval will go through him.

0:2:8.600 --> 0:2:14.460

Jeffrey Warwick

If you guys have communicated with your SE, they'll basically have their work done already and approve this right away.

0:2:14.470 --> 0:2:26.200

Jeffrey Warwick

So it'll just move right into the next stage of approval, which is the E, the E the product floor approval, which is the next stage and then it'll go to the standard financial approval after that.

0:2:26.820 --> 0:2:34.980

Jeffrey Warwick

So it's just a new first step and only when the specific and specified products that we'll lay out for you have been selected in a quote.

0:2:37.480 --> 0:2:40.580

Speaker 1

And it would also, once everything is approved, the status.

0:2:43.150 --> 0:2:43.420

Jeffrey Warwick

Mm-hmm.

0:2:40.590 --> 0:2:47.710

Speaker 1

So right now you see that is in review, so once it is approved, it'll go to the approved status.

0:2:47.880 --> 0:2:49.320

Speaker 1

So let's say that there.

0:2:49.600 --> 0:2:51.770

Speaker 1

Not a financial approval.

0:2:58.340 --> 0:2:58.540

Jeffrey Warwick

Mm-hmm.

0:2:51.780 --> 0:3:3.770

Speaker 1

It's only a SE approval and a product floor approval then it will, you know, then it's just the AE, it'll automatically go to approved for you.

0:3:4.590 --> 0:3:6.990

Speaker 1

So you are good to go with that.

0:3:8.360 --> 0:3:14.760

Speaker 1

So any questions on what you'll see Monday, July 17th?

0:3:19.660 --> 0:3:19.840

Jeffrey Warwick

No.

0:3:21.310 --> 0:3:21.530

Jeffrey Warwick

OK.

0:3:20.940 --> 0:3:26.220

Speaker 1

Alrighty, Hayden, would you like to add anything to this from the SE perspective?

0:3:26.150 --> 0:3:26.600

Hayden Tuttle

No, ma'am.

0:3:27.660 --> 0:3:28.70

Hayden Tuttle

All good.

0:3:27.940 --> 0:3:30.660

Speaker 1

Alright, thank you so much, Jeffrey.

0:3:31.720 --> 0:3:32.40

Jeffrey Warwick

This one.

0:3:29.520 --> 0:3:34.810

Adrian Garcia

And this this is this is gonna be documented right in the in the Salesforce guide.

0:3:35.640 --> 0:3:36.870

Speaker 1

Ohh absolutely.

0:3:37.260 --> 0:3:37.440

Adrian Garcia

Yeah.

0:3:36.880 --> 0:3:40.730

Speaker 1

So umm, so I will be updating the guide.

0:3:40.740 --> 0:3:42.950

Speaker 1

I will be sitting that that out communication.

0:3:43.20 --> 0:3:46.650

Speaker 1

So just be on the lookout for the communication from Gigi as well.

0:3:46.780 --> 0:3:51.290

Speaker 1

It will have the link to the updated God, but you all know where to find it.

0:3:51.300 --> 0:4:5.990

Speaker 1

If you don't know where to find it, I'll make sure that you know we tag it on this call or when she sends out the communication and has it has the the link to actual fund the the updated sales document.

0:4:6.860 --> 0:4:7.750

Adrian Garcia

Yeah, we know we have.

0:4:6.770 --> 0:4:8.0

Speaker 1

But if you don't know where it's at.

0:4:7.760 --> 0:4:11.530

Adrian Garcia

We have a a lot of new AE S wouldn't hurt to be put it on the chat box.

0:4:12.840 --> 0:4:13.790

Speaker 1

Absolutely, yeah.

0:4:13.210 --> 0:4:13.900

+19037800999

To see I have a.

0:4:12.760 --> 0:4:22.970

Adrian Garcia

So and and just to remind everybody, we have we have, I mean I call them jobbies, but we have a full a resource area and sell in the SharePoint.

0:4:22.980 --> 0:4:25.60

Adrian Garcia

You know that that walks through all the changes.

0:4:25.70 --> 0:4:30.820

Adrian Garcia

How to submit you know and create quotes so you know always, always have that handy.

0:4:31.30 --> 0:4:35.320

Adrian Garcia

I think sometimes you guys forget because we've normally not had a resource like that.

0:4:36.400 --> 0:4:36.790

+19037800999

Adrian.

0:4:36.610 --> 0:4:37.70

Speaker 1

Absolutely.

0:4:36.800 --> 0:4:37.250

+19037800999

And does she?

0:4:36.820 --> 0:4:37.450

Adrian Garcia

Just a reminder.

0:4:37.260 --> 0:4:38.630

+19037800999

I have a I have a question.

0:4:38.720 --> 0:4:43.260

+19037800999

I just what are the best practices for timelines for approval please?

0:4:46.370 --> 0:4:46.860

Speaker 1

It is.

0:4:46.940 --> 0:4:49.790

Speaker 1

Is this just related to the SE approval?

0:4:50.850 --> 0:4:51.980

+19037800999

Just I I mean it's fine.

0:4:51.990 --> 0:4:53.800

+19037800999

It could be the SE just the in.

0:4:53.950 --> 0:4:55.930

+19037800999

I would say the entire approval process as well.

0:4:58.430 --> 0:4:59.140

Adrian Garcia

So I mean I.

0:4:58.510 --> 0:5:5.110

Speaker 1

So I can't speak to the financial, but Adrian, can you speak to more of the on the initial piece of it?

0:5:4.100 --> 0:5:5.790

Adrian Garcia

Yeah, I don't know if we have.

0:5:6.70 --> 0:5:6.490

Adrian Garcia

I don't know.

0:5:6.500 --> 0:5:18.500

Adrian Garcia

We have like an actual printed SLA, but I would say for the most part it's, you know, half a day if it's a little bit longer than that, it's probably because we need a little bit more information or somebody's traveling.

0:5:18.510 --> 0:5:20.60

Adrian Garcia

But you know it shouldn't.

0:5:20.110 --> 0:5:24.870

Adrian Garcia

It shouldn't be longer than half a day on the financial side.

0:5:25.940 --> 0:5:32.40

Adrian Garcia

Now there's a couple more approvals that need to kind of go through that then then we might take a little bit longer.



0:5:32.50 --> 0:5:36.550

Adrian Garcia

Like if there's a price floor thing or something like that, I don't know, but it doesn't hurt for you.

0:5:36.600 --> 0:5:37.970

Adrian Garcia

Guys to shoot an email.

0:5:37.980 --> 0:5:42.430

Adrian Garcia

You know, after if you guys needed right then and there and you don't get it within an hour, it's OK.

0:5:42.440 --> 0:5:47.230

Adrian Garcia

It shouldn't email or shoot me a text or whoever it is that's it's assigned to.

0:5:48.140 --> 0:5:50.50

Adrian Garcia

Shouldn't be that difficult for us to get through that?

0:5:51.90 --> 0:5:52.740

Grant Sullivan

Yeah, you know, price, floor exceptions.

0:5:52.750 --> 0:5:55.600

Grant Sullivan

You know Bob and not generally try to have that under 4 hours.

0:5:56.90 --> 0:5:58.220

Grant Sullivan

I don't know if we've really gotten above that.

0:5:58.230 --> 0:6:10.40

Grant Sullivan

Maybe we have a couple of times, but we try to approve those right away and sales engineering approvals will just whatever time is normally required for them to do their job.

0:6:10.200 --> 0:6:11.820

Grant Sullivan

And the vet some stuff out.

0:6:11.830 --> 0:6:14.470

Grant Sullivan

So it just whatever normal time that you're seeing that.

0:6:14.550 --> 0:6:18.370

Grant Sullivan

And like Adrian said, the financial approvals, you know, talk pretty.

0:6:18.440 --> 0:6:18.720

Grant Sullivan

Quick with.

0:6:18.810 --> 0:6:18.870

Grant Sullivan

That.

0:6:20.30 --> 0:6:20.40

+19152033436

E.

0:6:20.410 --> 0:6:21.250

Grant Sullivan

If you need something right away.

0:6:21.730 --> 0:6:26.320

Adrian Garcia

And you know, keep practice there is just include notes and narrative. That always helps.

0:6:27.390 --> 0:6:27.600

Grant Sullivan

Yeah.

0:6:26.890 --> 0:6:28.860

Adrian Garcia

There's a few either rate with that.

0:6:28.870 --> 0:6:32.220

Adrian Garcia

There's a few of you get that are not consistent at all with that.

0:6:32.230 --> 0:6:38.120

Adrian Garcia

So if you put some notes around why you need the approval or whatever, that might be that, that's absolutely does help.

0:6:38.960 --> 0:6:39.630

Grant Sullivan

It does.

0:6:39.680 --> 0:6:39.970

Grant Sullivan

Uh.

0:6:39.980 --> 0:6:42.550

Grant Sullivan

Context around that is is very helpful.

0:6:42.660 --> 0:6:44.240

Grant Sullivan

You know, I do have seen some that come through.

0:6:44.250 --> 0:6:45.120

Grant Sullivan

It just says please approve.

0:6:46.550 --> 0:6:46.760

Adrian Garcia

Umm.

0:6:46.280 --> 0:6:53.770

Grant Sullivan

You know that's that's little ambiguous, but if you know, give us some reasons and and help us understand it, we won't have to give you a call and we can just approve and move forward.

0:6:56.210 --> 0:6:57.780

Jeremy Cox

So hey, this is this is Jeremy.

0:6:57.790 --> 0:7:12.540

Jeremy Cox

I would say with the sales engineering approval, you know there's gonna be some instances, you know, like if we if we didn't get early engagement and you guys put 100 gig wave on a quote and then submit it for approval don't don't expect that that day right that's that's not gonna happen.

0:7:12.550 --> 0:7:16.260

Jeremy Cox

That's probably coming back, and we're gonna have to have some conversations, you know, but if it's.

0:7:16.630 --> 0:7:21.210

Jeremy Cox

It's IP justification over 5 IP addresses and we just need to look at it and have a conversation that's different.

0:7:21.220 --> 0:7:21.680

Jeremy Cox

That's fast.

0:7:21.690 --> 0:7:28.240

Jeremy Cox

So early engagement on complicated products is going to be key this speed up your group crosses.

0:7:30.460 --> 0:7:31.60

Hayden Tuttle

Right and.

0:7:29.680 --> 0:7:32.400

Adrian Garcia

Yep, and and team, we're rolling out at time.

0:7:32.410 --> 0:7:35.830

Adrian Garcia

New products, I mean, I think we'll have some time for grant to kind of walk through.

0:7:35.940 --> 0:7:43.760

Adrian Garcia

But from now through the end of the year, you're gonna need to rely on your sales engineer, you know, to be able to get the specifics of the new products.

0:7:43.770 --> 0:7:44.500

Adrian Garcia

What it does do?

0:7:44.510 --> 0:7:48.360

Adrian Garcia

What it doesn't do that we can't really assume anything on these products.

0:7:48.370 --> 0:8:13.120

Adrian Garcia

We need to ensure that we're delivering the right expectations, so that's part of the reason why we're having, uh, you know that that we're we're including the sales engineering tasking because today we're not consistent across all markets engaging the sales engineer and by the time that we sell something, you know we might not be providing the best customer experience because you know they assume it does something that it necessarily does not, not does not do specific to the managed services.

0:8:13.130 --> 0:8:30.80

Adrian Garcia

I think I've seen some examples there, but it's really to be able to help elevate or offering and get everybody on the same page, and I think we're all committed to getting, you know, quick response around all of those things and all the new changes and in Salesforce.

0:8:32.760 --> 0:8:33.180

Adrian Garcia

Cool.

0:8:33.190 --> 0:8:33.580

Adrian Garcia

Sorry, man.

0:8:33.600 --> 0:8:34.350

Adrian Garcia

You gonna say something?

0:8:36.800 --> 0:8:37.110

Grant Sullivan

No.

0:8:36.740 --> 0:8:38.480

Adrian Garcia

OK, alright.

0:8:38.410 --> 0:8:38.870

Hayden Tuttle

Yeah, I'll.

0:8:38.880 --> 0:8:39.910

Hayden Tuttle

I was gonna say something.

0:8:38.490 --> 0:8:41.330

Adrian Garcia

So I'll I'll ohh go ahead, Wayne.

0:8:39.920 --> 0:8:45.450

Hayden Tuttle

Adrian, I what we, we we just gotta keep those lines of communication open.

0:8:47.510 --> 0:8:48.50

Rusty Wilson

The.

0:8:46.380 --> 0:8:48.270

Hayden Tuttle

And so it don't fire and forget.

0:8:49.690 --> 0:8:50.530

Hayden Tuttle

Go out there and.

0:8:48.460 --> 0:9:1.890

Hayden Tuttle

Don't just E submit the quote for approval by A or by SE and finance and just be like what's taking so long with my clothes, you know, have a conversation beforehand.

0:9:1.900 --> 0:9:3.220

Hayden Tuttle

I'm getting ready to submit this quote.

0:9:3.230 --> 0:9:4.280

Hayden Tuttle

You and I haven't talked about it.

0:9:4.330 --> 0:9:4.850

Hayden Tuttle

Just want to give you.

0:9:4.900 --> 0:9:12.630

Hayden Tuttle

A heads up, I know it's a little bit extra time, but it just makes the process go a lot smoother and it'll give you a lot quicker turn around.

0:9:14.90 --> 0:9:14.270

Adrian Garcia

Yep.

0:9:16.900 --> 0:9:17.300

Adrian Garcia

Alright.

0:9:16.520 --> 0:9:18.520

Speaker 1

Absolutely alright.

0:9:18.920 --> 0:9:19.160

Speaker 1

So.

0:9:19.240 --> 0:9:23.570

Speaker 1

Just E2 more quick updates.

0:9:23.680 --> 0:9:34.490

Speaker 1

They're kind of in the same as, you know, we have been working very diligently getting this new catalog about to come out soon.

0:9:34.760 --> 0:9:40.240

Speaker 1

And so you all would have seen a couple of different emails come out.

0:9:40.250 --> 0:9:44.620

Speaker 1

I appreciate all the ASM's and sales managers on the call. Who?

0:9:45.160 --> 0:9:48.290

Speaker 1

Make sure that we had the training schedule set up.

0:9:48.300 --> 0:10:2.820

Speaker 1

I appreciate that we do have 100% of the training scheduled for the new catalog, the CPQ sales force training and some people received an additional email This morning about UAT.

0:10:3.90 --> 0:10:6.460

Speaker 1

So I appreciate the ones who were volume told.

0:10:6.470 --> 0:10:7.920

Speaker 1

I appreciate you so much.

0:10:8.390 --> 0:10:11.980

Speaker 1

Just be on the lookout for those emails for UAT.

0:10:12.30 --> 0:10:23.560

Speaker 1

It's very important that we get this done so that we are able to give you all a great product that hopefully has been moved to no bugs in it.

0:10:23.830 --> 0:10:35.880

Speaker 1

We all know is going to be a different type of behavior change when it comes to some of these new features, but we are definitely excited to to put them in front of the rural world.

0:10:35.890 --> 0:10:44.540

Speaker 1

Audience is going to be using it and to make sure that we're capturing any type of inefficiency or issues that may arise.

0:10:44.590 --> 0:10:48.100

Speaker 1

So the ones that are on the UAT team, I appreciate you.

0:10:48.230 --> 0:10:49.300

Speaker 1

I want to thank you in advance.

0:10:50.270 --> 0:10:55.780

Speaker 1

Because you know, without you, we wouldn't be able to really produce this to to production.

0:10:56.90 --> 0:11:16.960

Speaker 1

So those are the last two things I am getting a couple of emails about where the find the SOF no, I just wanted to make sure that you all know where to find the SOF and that is you know on that SharePoint site if other people are uploading them I would not recommend that.

0:11:16.970 --> 0:11:18.190

Speaker 1

That's the source of truth.

0:11:18.200 --> 0:11:26.340

Speaker 1

When that you use, make sure that you go to the one that's either uploaded is going to say my name or Judy's name, so.

0:11:26.390 --> 0:11:42.660

Speaker 1

We want to make sure that we're uploading whatever we get from from Grant's team or whatever that we're uploading the correct one for you all, because people can make changes and you think it may be the right one, but it's not if you don't know where that's at, I'm gonna put that in the chat as well.

0:11:42.670 --> 0:11:57.800

Speaker 1

Well, and so you know how to get back to that, if anyone does need assistance, please use applications that can tear.com no need to copy myself or Jeffrey on it, but just make sure that the subject line is clear.

0:11:58.560 --> 0:11:59.670

Speaker 1

That's all I have, Adrian.

0:12:1.490 --> 0:12:2.310

Adrian Garcia

Alright, thank you.

0:12:3.110 --> 0:12:3.970

Speaker 1

You're so welcome.

0:12:6.680 --> 0:12:6.990

Speaker 1

Ask.

0:12:3.480 --> 0:12:7.60

Adrian Garcia

I appreciate the partnership. OK.

0:12:7.70 --> 0:12:27.830

Adrian Garcia

So we're we're gonna go into the results and the recognition for those individuals over 100% and kind of where we are with the preliminary numbers through the first half of the year and then we'll we'll deed over to the rest of the ecosystem product and Jackie to give you guys some additional products, some additional updates on the product and marketing site.



0:12:27.840 --> 0:12:30.350

Adrian Garcia

So let's dig right in.

0:12:30.360 --> 0:12:34.300

Adrian Garcia

Can you guys see our my slide, you know if I'm already click share?

0:12:38.380 --> 0:12:48.690

Adrian Garcia

So First off, we wanted to acknowledge that our newest team members, we have several, you know that have come on board since May.

0:12:48.700 --> 0:12:49.880

Adrian Garcia

I might have missed a few.

0:12:49.890 --> 0:12:56.760

Adrian Garcia

I apologize if I did, but I think I captured most all super excited about next week.

0:12:56.770 --> 0:12:59.210

Adrian Garcia

We do have a new hire training class here in corporate.

0:12:59.220 --> 0:13:1.80

Adrian Garcia

Most of these individuals will be participating.

0:13:2.60 --> 0:13:2.590

Adrian Garcia

Uh.

0:13:2.620 --> 0:13:4.420

Adrian Garcia

Wanted to welcome Dominique Abbe.

0:13:4.430 --> 0:13:7.430

Adrian Garcia

We'll get to meet her in person next week.

0:13:7.440 --> 0:13:13.950

Adrian Garcia

She is a new account executive down next Texarkana for the another northern Louisiana sales team.

0:13:14.400 --> 0:13:22.370

Adrian Garcia

We have Mr Matt Jones out of San Angelo or the meeting him account executive in San Angelo working with Todd Smith.

0:13:22.380 --> 0:13:24.980

Adrian Garcia

Mr Christian Vega, El Paso.

0:13:24.990 --> 0:13:28.900

Adrian Garcia

We have 3 individuals, actually four at the rest of these are real Paso actually.

0:13:28.910 --> 0:13:32.700

Adrian Garcia

So we have quite a few new team members out of our passive market.

0:13:32.710 --> 0:13:40.500

Adrian Garcia

So Isaiah W comes to us from Spectrum VoIP I believe, and he's going to be part of Maribel's team.

0:13:40.510 --> 0:13:43.900

Adrian Garcia

Team Maribel is also our new sales manager in El Paso.

0:13:44.370 --> 0:13:47.320

Adrian Garcia

She will be working with Kirk Jefferson down.

0:13:47.330 --> 0:13:55.20

Adrian Garcia

There really focused on the smaller customers that transactional customers, small biz.

0:13:55.360 --> 0:14:2.950

Adrian Garcia

You know, she's building her team along with Isaiah W, who is coming to us from like, it says, Peckham Boyd and Rainer Mayer.

0:14:2.960 --> 0:14:6.820

Adrian Garcia

I think is also on the call and might might not have been.

0:14:6.830 --> 0:14:12.680

Adrian Garcia

I think you might start next week actually, but that we'll be able to meet him in training next week.

0:14:12.690 --> 0:14:17.580

Adrian Garcia

Mr Paul Cordova, our new sales engineer working with Hayden and supporting the full market.

0:14:18.250 --> 0:14:21.250

Adrian Garcia

Welcome to the team and again, Miss Maribel Mendez.

0:14:21.260 --> 0:14:25.80

Adrian Garcia

Senior she's been on board right about a month and a week.

0:14:25.90 --> 0:14:31.640

Adrian Garcia

I believe making an impact and planning to conquer the world or the second half of El Paso's world, I should say so.

0:14:32.70 --> 0:14:33.110

Adrian Garcia

So welcome, everybody.

0:14:34.510 --> 0:14:38.920

Adrian Garcia

Looking forward to meeting all of you next week, what we have a full agenda for you all.

0:14:39.550 --> 0:14:49.480

Adrian Garcia

Hope you guys bring lunch because we have nothing to eat for you guys, so we really wanted you guys to be on the edge of your seat and eager to eager to eager to listen.

0:14:49.490 --> 0:14:51.130

Adrian Garcia

But I'm kidding.

0:14:51.180 --> 0:14:55.820

Adrian Garcia

Alright, so through June again, you'll see.

0:14:55.830 --> 0:15:11.100

Adrian Garcia

You'll see probably snippets of spreadsheets and then some of the the sales flash, but through the end of June, with the preliminary numbers and again these are preliminary, these are out of Salesforce and these are manual that I kind of calculated and put together.

0:15:11.110 --> 0:15:20.400

Adrian Garcia

But overall for the enterprise organization we're sitting at about 73% for the year against our goal of 623,000.

0:15:20.410 --> 0:15:25.930

Adrian Garcia

We worried about 455 a E through June.

0:15:25.940 --> 0:15:28.470

Adrian Garcia

That is about a 15% year over year uptick.

0:15:29.520 --> 0:15:35.10

Adrian Garcia

We did have, you know, a few deals that pushed a few large deals that pushed into July.

0:15:35.20 --> 0:15:44.750

Adrian Garcia

One of those in Opaso that should make a significant needle move a that the team is really excited about working and and delivering.

0:15:44.760 --> 0:15:52.380

Adrian Garcia

I think they have a closing meeting next week I believe, but we did have several of those and we did bring a few other larger deals that will review.

0:15:53.440 --> 0:15:55.350

Adrian Garcia

I don't necessarily have a year to date through May.

0:15:55.360 --> 0:15:56.870

Adrian Garcia

I think that I'll just give you the June.

0:15:57.120 --> 0:15:57.940

Adrian Garcia

That's where we're at.

0:15:59.340 --> 0:16:8.350

Adrian Garcia

I'll dig into the individual markets and but you can see, you know, kind of where they're at from the year perspective and the forward looking slide.

0:16:8.360 --> 0:16:10.210

Adrian Garcia

So right here.

0:16:10.220 --> 0:16:14.890

Adrian Garcia

So the top number, that's our main number, this is the market breakout.

0:16:15.570 --> 0:16:24.60

Adrian Garcia

We had northern Louisiana at 138% through that month, if I'm not mistaken.

0:16:24.70 --> 0:16:35.0

Adrian Garcia

Northern Louisiana team hit 100% every month for seven or eight months, and they lost count, but it was a streak that I don't know if I've seen in the conterra before.

0:16:35.10 --> 0:16:43.400

Adrian Garcia

So I wanted to to give kudos to to Stephanie and Tim Burkes and the full northern Louisiana team for for doing a phenomenal job.

0:16:43.410 --> 0:16:46.680

Adrian Garcia

And there's a lot of things that are that are happening in that market.

0:16:46.690 --> 0:16:52.570

Adrian Garcia

The team I think I believe in that same month, every single individual in that team was over 100%.

0:16:52.800 --> 0:16:56.920

Adrian Garcia

So congratulations to you and to all the success through May.

0:16:57.570 --> 0:17:9.280

Adrian Garcia

Uh, you know next to that through May, we had, you know, Southern Louisiana to close 82% and then eastern North Carolina at 94% for June.

0:17:9.330 --> 0:17:14.670

Adrian Garcia

Again, these are the preliminary numbers with what is in sales force A.

0:17:15.200 --> 0:17:19.830

Adrian Garcia

The Northern Louisiana team remain at 124%.

0:17:20.420 --> 0:17:24.790

Adrian Garcia

They did not hit 100% for the month, so it did break their streak.

0:17:24.840 --> 0:17:41.550

Adrian Garcia

But they're still at the 124% for the year to date goal they had, you know it was a tough, it was a tough month and northern Louisiana East Texas region, we did have some significant outages and storms that impacted customers being available.

0:17:41.560 --> 0:17:53.470

Adrian Garcia

It impacted a lot of our team members as well in northern Louisiana and East Texas that had power outages and you know, luckily they they've been able to come out of that.

0:17:53.480 --> 0:17:58.370

Adrian Garcia

And I mean, it was about two weeks, I think that at least somebody had, you know, some level of power issues.

0:17:58.380 --> 0:18:8.210

Adrian Garcia

So tough, tough month, but at the same time some several of these deals did push into July for the month.

0:18:8.220 --> 0:18:14.590

Adrian Garcia

We had northern Louisiana, I mean, sorry, southern Louisiana hit 181%.

0:18:14.600 --> 0:18:17.650

Adrian Garcia

It was also a record breaking month for them.

0:18:18.80 --> 0:18:20.190

Adrian Garcia

In June, they heard 30,000.

0:18:20.700 --> 0:18:25.900

Adrian Garcia

30,099 believe it's almost \$30,100.

0:18:25.910 --> 0:18:32.290

Adrian Garcia

So they had a really large deal come through that they've been working to bring in.

0:18:32.300 --> 0:18:49.570

Adrian Garcia

We'll, we'll talk a little bit more about that, but they had, you know, pretty much everybody contribute to that success or congratulations to the southern Louisiana, Kirk and Andrew, he has been working on some of those opportunities for a while and and we're able to navigate them to bring them in.

0:18:49.580 --> 0:19:0.170

Adrian Garcia

So overall, I mean again, we're sitting at about 73% team, that puts Southern Louisiana just four points shy of being at 100% for the year.

0:19:0.180 --> 0:19:5.610

Adrian Garcia

If you saw the the top there, they were about 80% eighty 2% for the year.

0:19:5.620 --> 0:19:11.290

Adrian Garcia

So they're that one month was able to get them, you know, trued up to close to 100%.

0:19:11.300 --> 0:19:19.470

Adrian Garcia

So again, we have a significant funnel and and larger opportunities that we're pushing that are going into the second half of the year.

0:19:19.480 --> 0:19:28.210

Adrian Garcia

So we're a little bit behind, but we're all driven to hit that number and we all have the right team, you guys, the new team members will be reviewing also their performance.

0:19:28.220 --> 0:19:34.30

Adrian Garcia

But the new team members, they challenge all of you to to, you know, put numbers on the board as soon as you can.

0:19:34.40 --> 0:19:44.600

Adrian Garcia

I mean, we've had we've had several AE that hit in the thousands their first month we have you know, I don't know if I remember the actual number, but we've had a lot of successes here with with our new team members.

0:19:44.650 --> 0:19:52.990

Adrian Garcia

You know, contributing to that early early alright, so 100% for 100% club for May.

0:19:54.300 --> 0:19:56.950

Adrian Garcia

Uh and I broke this up like I did last time.

0:19:56.960 --> 0:19:59.870

Adrian Garcia

Kind of into three different segments.

0:20:0.440 --> 0:20:3.10

Adrian Garcia

I'm I'm highlighting the individuals that are on ramp.

0:20:3.20 --> 0:20:15.230

Adrian Garcia

So we have, we normally have tenured and non tenured, but I'm highlighting the ones that are actually unwrapped, meaning they're transitioning into the company, building their funnel and having success in May.

0:20:15.290 --> 0:20:22.120

Adrian Garcia

Andrew, within his second month, was able to achieve over his ramp quota at 136%.

0:20:22.490 --> 0:20:28.120

Adrian Garcia

Mr Kevin Dunn and Ken Flores weren't able to hit the ramp, but they did contribute, which is important, right?

0:20:28.130 --> 0:20:35.310

Adrian Garcia

It's not easy to be able to contribute your first or second month and to see to see you guys already moving the needle.

0:20:35.320 --> 0:20:42.210

Adrian Garcia

We want to acknowledge that that's great to see for our account executives, not seniors.

0:20:42.520 --> 0:20:47.870

Adrian Garcia

We have Mr Cody Foster on top at 230% attainment.

0:20:47.880 --> 0:20:52.190

Adrian Garcia

You had a phenomenal month in May, \$5700 on the board.

0:20:52.540 --> 0:21:10.440

Adrian Garcia

Second, in attainment is just Chris Kasprzak and I believe that might be his first time at 100% for the month, which is great to see his success and he's building on his on his funnel and seconded that Mister Brandon Gaines at 189.

0:21:10.550 --> 0:21:14.780

Adrian Garcia

You said also part of the East, North Carolina team, Courtney Meadows.

0:21:15.290 --> 0:21:36.30

Adrian Garcia

I believe that this is her first month off of ramp in May, she was able to achieve her above her quota at 110% and then Miss Amy Villemarette and she's she's on this list often 2562 hundred and 2% and then Mr Paul Robertson at 25 with by a dollar he get 100%.

0:21:36.40 --> 0:21:38.280

Adrian Garcia

So way to go. Uh Paul.

0:21:38.290 --> 0:21:42.900

Adrian Garcia

Way to drive if it was, if it was \$1.00 that needed to get you there, \$2.00 and needed to get you there.

0:21:42.910 --> 0:21:43.680

Adrian Garcia

Congratulations.

0:21:43.690 --> 0:21:44.560

Adrian Garcia

And you're assertiveness.

0:21:44.570 --> 0:21:57.430

Adrian Garcia



And pushing through that and then in the I did want to just mention Kimberly Moore as you were close 93%, but congratulations to those account executives and we move over to the right hand side for our seniors.

0:21:57.440 --> 0:22:2.260

Adrian Garcia

We have Mr Todd Smith as you might or might not know, he does carry a dual role.

0:22:2.270 --> 0:22:3.390

Adrian Garcia

He is a he.

0:22:3.400 --> 0:22:17.90

Adrian Garcia

Is the market leader for San Angelo, but he does have an individual contributor quota and he was able to bring in a fairly large deal that will review here a little bit later on with Novacomm, he was able to achieve \$9100 against this quota.

0:22:17.100 --> 0:22:23.80

Adrian Garcia

It's 456% attainment and somebody that's not familiar in this.

0:22:23.90 --> 0:22:23.600

Adrian Garcia

Just kidding.

0:22:23.610 --> 0:22:30.460

Adrian Garcia

Miss Kristie McCormick uh 317% way to go.

0:22:30.580 --> 0:22:31.560

Adrian Garcia

Todd Christie.

0:22:31.570 --> 0:22:33.520

Adrian Garcia

Phenomenal to see that level of attainment.

0:22:45.10 --> 0:22:45.130

Blake Gunn

Yeah.

0:22:33.530 --> 0:22:50.0

Adrian Garcia

Mr Rusty Wilson comes in at 184% for May \$6400 on the board and Rusty Bunton we had a rusty and Rusty square 3800 dollars, 111% attainment and Mr Brent Marvel at 3:30.

0:22:50.10 --> 0:23:2.490

Adrian Garcia

724 hundred, 6% congratulations to all of you for May and those results, uh, you know a lot of you frequent frequent Flyers in this club and that's great to see what it is.

0:23:2.500 --> 0:23:6.730

Adrian Garcia

Also, a few of you that are that are able to get on this, so congratulations to all.

0:23:7.740 --> 0:23:10.90

Adrian Garcia

Let's go over to June preliminary now.

0:23:10.100 --> 0:23:21.850

Adrian Garcia

Again, this is from Salesforce and you can see it have couple of blanks in there so you know dismissed that Mister Dagan \$9600 against the quota of \$2500.

0:23:22.140 --> 0:23:26.830

Adrian Garcia

That was part of a deal that he partnered with Andrew Taylor on.

0:23:26.840 --> 0:23:31.430

Adrian Garcia

But it was significant month for him 388%.

0:23:31.740 --> 0:23:41.560

Adrian Garcia

Paul Robertson again at 100 and 331% he had a very large deal come in on the last two days of the month or maybe even the last day of the month.

0:23:41.610 --> 0:23:42.860

Adrian Garcia

I don't know is a Buzzard beater.

0:23:43.740 --> 0:23:50.680

Adrian Garcia

He was able to get that through and then Kade Doss great to see Mr Kade on this list.

0:23:50.910 --> 0:23:52.370

Adrian Garcia

Phenomenal month Kade.

0:23:52.380 --> 0:24:1.60

Adrian Garcia

I know you've been working hard to get to get there and great to see you've heard a lot of great things about what you did to get there from your leadership.

0:24:1.70 --> 0:24:5.250

Adrian Garcia

So phenomenal month for you to get on this list and look at this, Mr Chris Kasprzak.

0:24:5.850 --> 0:24:6.300

Blake Gunn

Woo Hoo.

0:24:5.690 --> 0:24:9.330

Adrian Garcia

Once again, 109% way to go creates 2 months in a row.

0:24:10.320 --> 0:24:12.350

Adrian Garcia

Phenomenal to see that again.

0:24:12.360 --> 0:24:14.110

Adrian Garcia

Forget about the Lord 2 numbers.

0:24:14.120 --> 0:24:30.710

Adrian Garcia

That's just typos, and for our seniors, Mr Andrew Taylor, as you can, as I mentioned, he did work with Dagan, both of them partnered on Calcasieu Parish Sheriff, and we're successful in bringing in a 17 site network.

0:24:31.450 --> 0:24:39.220

Adrian Garcia

I was lucky enough to be able to participate in some of those meetings in person and on the phone and they really did have a a partnership going.

0:24:39.230 --> 0:24:39.600

Adrian Garcia

It was.

0:24:39.870 --> 0:24:44.120

Adrian Garcia

It was really awesome to see, you know how they navigated the conversations between both of them.

0:24:45.310 --> 0:24:50.20

Adrian Garcia

You know how they were peered with individuals across the the table.

0:24:50.30 --> 0:24:58.860

Adrian Garcia

You know, one with the CIO and the other one with the network administrator, they were both really mindful of the conversations that were taking place and executing so phenomenal job.

0:24:58.870 --> 0:25:8.580

Adrian Garcia

Andrew and Dagan, great to see you 267%, Mr Rusty Wilson once again on this list, 145% Sean Griffin.

0:25:9.190 --> 0:25:10.180

Adrian Garcia

Look at that guy.

0:25:10.250 --> 0:25:13.160

Adrian Garcia

Look at that guy \$4600.

0:25:13.170 --> 0:25:16.10

Adrian Garcia

You can say 134% and look at this.

0:25:16.100 --> 0:25:21.940

Adrian Garcia

Another rusty, rusty square shows up \$4000 a 116%.

0:25:21.950 --> 0:25:22.790

Adrian Garcia

He called me yesterday.

0:25:22.800 --> 0:25:27.180

Adrian Garcia

He goes hey, are you didn't acknowledge me and Jim because I was at 100% both of those months.

0:25:27.190 --> 0:25:28.40

Adrian Garcia

Did you know that? And you?

0:25:28.50 --> 0:25:28.460

Adrian Garcia

Absolutely.

0:25:28.470 --> 0:25:28.810

Adrian Garcia

I knew that.

0:25:29.900 --> 0:25:31.150

Adrian Garcia

Congratulations, rusty.

0:25:31.160 --> 0:25:31.740

Adrian Garcia

Great to see you.

0:25:31.750 --> 0:25:38.30

Adrian Garcia

And Nancy Berger hitting the list 3800 dollars, 111% phenomenal job is Nancy.

0:25:38.580 --> 0:25:47.770

Adrian Garcia

And then for those that are on ramp, we didn't have anybody hit the ramp quota, but we did have individuals on the board, Andrew, third month in \$100.

0:25:48.160 --> 0:25:51.450

Adrian Garcia

Hey I know I've seen the funnel you're building upon that funnel it all.

0:25:51.700 --> 0:25:54.150

Adrian Garcia

It's going to come in, Mr Matt Jones.

0:25:54.160 --> 0:25:57.50

Adrian Garcia

I think it was one week on the job \$30.00.

0:25:57.60 --> 0:26:11.320

Adrian Garcia

I don't know exactly what that might have been, but it was a transfer from from Todd to deal with something that, but at the end of the day it's it's it's on the board looking forward to meeting you, Mr Camp Flotus and Willie McGee, also on the board, a way to go, team.

0:26:11.330 --> 0:26:17.820

Adrian Garcia

I know it's all about building that funnel, so every little success will contribute towards momentum.

0:26:17.830 --> 0:26:23.740

Adrian Garcia

So, great job for all of those that are at 100% for those two months.

0:26:23.750 --> 0:26:31.700

Adrian Garcia

Unfortunately, I do not have a true up for the year, simply because they're out of time and simply because I it's just I have to do manual.

0:26:32.170 --> 0:26:33.390

Adrian Garcia

So I owe you that.

0:26:33.400 --> 0:26:42.300

Adrian Garcia

I'm looking forward to the the news, the the sales flash coming from finance and they'll make sure that we acknowledge all of the all of you that are at 100% for the year.

0:26:43.90 --> 0:26:51.700

Adrian Garcia

I could deal through manage results for that, but it might have changed so this is me just trying to get the call consistency and trying to get to the acknowledgement.

0:26:51.710 --> 0:26:56.270

Adrian Garcia

But I did want to pivot over into these larger deals that we've won the last two months.

0:26:56.280 --> 0:27:7.130

Adrian Garcia

We've had some E really nice wins and I'll probably pick on the sales managers or the area sales managers to talk about the success or kind of what, what it took to win these deals.

0:27:7.140 --> 0:27:14.860

Adrian Garcia

But in in May, which is the top half of the slide, the largest deal that we sold was novacom.

0:27:14.870 --> 0:27:22.830

Adrian Garcia

And again, this is a this is an opportunity that Jeff and Todd and Jeremy have been working on for well over six months.

0:27:23.180 --> 0:27:24.610

Adrian Garcia

It's it's died down.

0:27:24.620 --> 0:27:35.280

Adrian Garcia

It's going back to life and you know it's a it's a pretty unique opportunity in West Central Texas that that Todd was successful in winning.

0:27:35.290 --> 0:27:43.310

Adrian Garcia

So Keith and Todd, do you guys want to talk about what it is that we solve for and what what differentiated does that allow us to win this partnership?

0:27:44.920 --> 0:27:45.660

Keith Lloyd

Don't get him, Todd.

0:27:47.420 --> 0:27:48.230

Todd Smith

I'll take this.

0:27:49.460 --> 0:27:49.770

Todd Smith

Yeah.

0:27:49.780 --> 0:27:51.410

Todd Smith

So it's in a the small community.

0:27:51.420 --> 0:27:56.910

Todd Smith

Ballinger, TX and if you anybody knows Ballinger, Texas, there's just not much there.

0:27:57.740 --> 0:28:6.350

Todd Smith

Umm, we happen to have our own fiber for region 15, school district, about 900 foot away from them.

0:28:6.940 --> 0:28:12.740

Todd Smith

And so novacom they're they're a multi faceted kind of business.

0:28:14.410 --> 0:28:16.320

Todd Smith

There are OK.

0:28:17.90 --> 0:28:30.220

Todd Smith

Anyway, they they have their their housing, some servers for EA Sports, their housing, some servers for Colorado University, and they're doing much more.

0:28:30.230 --> 0:28:31.160

Todd Smith

But they're looking.

0:28:31.210 --> 0:28:32.810

Todd Smith

They're looking for huge bandwidth.

0:28:32.820 --> 0:28:35.750

Todd Smith

They're ordered a 10 gig circuit right off the bat.

0:28:36.580 --> 0:28:37.190

Todd Smith

Umm.

0:28:38.130 --> 0:28:43.290

Todd Smith

And looking to go to 100 gig and maybe larger sooner than later.

0:28:44.900 --> 0:28:45.950

Todd Smith

Not only that, did they?

0:28:45.960 --> 0:28:48.750

Todd Smith

They ordered the guy that is the owner.

0:28:48.760 --> 0:28:54.270

Todd Smith

Manager lives in Ballinger and he had a he has a house on a County Road.

0:28:55.620 --> 0:29:8.410

Todd Smith

We had to Type 2 that location because we were nowhere near nowhere near it, but he has a 10 year old son who is a genius and his 10 year old son is doing coding his 10 year old son is.

0:29:8.460 --> 0:29:8.730

Todd Smith

Doing.

0:29:10.0 --> 0:29:15.790

Todd Smith

A lot of things that that are way above my head and so his son needs some bandwidth.

0:29:15.800 --> 0:29:22.170

Todd Smith

So he ordered a 5 gig circuit for his house, which is we don't care if it's a.

0:29:22.240 --> 0:29:22.390

Todd Smith

House.

0:29:22.500 --> 0:29:23.830

Todd Smith

Or a business we're gonna get in.

0:29:24.40 --> 0:29:25.270

Todd Smith

Get in some bandwidth.

0:29:25.990 --> 0:29:31.460

Todd Smith

Umm, so that's where that's this started with a actually actual absolute cold call.

0:29:31.470 --> 0:29:32.310

Todd Smith

We were.

0:29:32.370 --> 0:29:40.330

Todd Smith

I was driving back from Dallas, saw the banner on the on the fence and just stopped in and said hello and that's how it started.

0:29:43.240 --> 0:29:44.740

Adrian Garcia

So you mean the cold call?



0:29:44.970 --> 0:29:45.700

Adrian Garcia

Call's work.

0:29:45.950 --> 0:29:46.460

Adrian Garcia

Wow.

0:29:46.870 --> 0:29:47.940

Todd Smith

Very cold call, yeah.

0:29:47.710 --> 0:29:48.490

Adrian Garcia

Amazing.

0:29:48.720 --> 0:29:51.380

Adrian Garcia

Amazing way to go, Todd.

0:29:51.550 --> 0:29:52.680

Adrian Garcia

Congratulations to you.

0:29:52.690 --> 0:29:53.80

Adrian Garcia

Phenomenal.

0:29:53.90 --> 0:29:58.810

Adrian Garcia

I think it's the largest win out of the San Angelo area, so congratulations, that's a record breaking deal for you.

0:29:59.540 --> 0:29:59.860

Todd Smith

Thank you.

0:30:0.190 --> 0:30:9.550

Adrian Garcia

You know, looking forward to continued success and I'll I'll group may and June based on on markets I wanted, Stephanie and her team to talk a little bit about Willis Knighton.

0:30:9.560 --> 0:30:17.110

Adrian Garcia

And I know it's an existing account, but it's been a long, long conversation and a lot of effort.

0:30:17.170 --> 0:30:25.580

Adrian Garcia

And to get this through and also you could discuss a little bit about cattle, parish Sheriff's Office in May cause that was a significant win as well.

0:30:25.590 --> 0:30:29.630

Adrian Garcia

So, Miss Stephanie Green and and Tim Burke and you guys talked about these two opportunities.

0:30:30.480 --> 0:30:31.270

Speaker 2

Yeah, for sure.

0:30:31.280 --> 0:30:35.970

Speaker 2

Willis Knighton was it's it's a long play, strategic type of account.

0:30:36.20 --> 0:30:45.140

Speaker 2

We set the standard by a Tim designed them a private network solution back when law was was there.

0:30:45.150 --> 0:30:51.430

Speaker 2

Rep and Christy took over the account and and got in there and just went full blast.

0:30:51.440 --> 0:30:53.450

Speaker 2

You know what do you love about conterra?

0:30:53.460 --> 0:30:58.840

Speaker 2

What can we do to be better and started talking to them about upgrading the existing network that we had?

0:30:59.830 --> 0:31:4.0

Speaker 2

And so Kristie, even in that process uncovered additional opportunity.

0:31:4.10 --> 0:31:14.600

Speaker 2

So a lot of the revenue, well, \$3000 of their revenue on this order was adding Internet circuits that they had with somebody else that they weren't even considering with us.

0:31:14.610 --> 0:31:19.740

Speaker 2

She uncovered that opportunity and even extended the contract they had.

0:31:19.950 --> 0:31:22.130

Speaker 2

They had three years left of the contract.

0:31:22.140 --> 0:31:27.820

Speaker 2

She extended it two more years for a total revenue, \$12,100 a month.

0:31:28.920 --> 0:31:29.300

Adrian Garcia

What's your?

0:31:27.830 --> 0:31:36.310

Speaker 2

So, umm, she did a really good job securing the bag, uncovering additional opportunities, pulling in the sales engineer.

0:31:36.860 --> 0:31:50.830

Speaker 2

I think the most important part of it, and Kristie process and and what makes her successful is she never leaves a meeting without setting the follow up meeting and the next steps and getting it on the calendar, getting it accepted by the customer.

0:31:50.840 --> 0:32:2.960

Speaker 2

So that in my mind is something that everybody can do to drive deals forward and making sure that you're keeping a regular cadence with the customer it.

0:32:2.970 --> 0:32:6.90

Speaker 2

I mean, it keeps us on track too and gives us something to work for.

0:32:7.20 --> 0:32:16.490

Speaker 2

Something else Christy does is on these larger strategic deals she she sets an internal call with the team to make sure that we're all on the same page.

0:32:16.500 --> 0:32:21.730

Speaker 2

We all know what our role is and and and how we can play together.

0:32:21.740 --> 0:32:23.630

Speaker 2

So we do a lot of good cop, bad cop.

0:32:25.870 --> 0:32:33.320

Speaker 2

We we let Tim handle the technical discussions and there's more opportunity to come from Willis Knighton.

0:32:33.370 --> 0:32:46.410

Speaker 2

And because there's, uh, sorry because of how responsive she is and because of how on top of things and organized she is she she's really, really successful.

0:32:46.420 --> 0:32:49.830

Speaker 2

So and any chance you have to pick her brain?

0:32:49.900 --> 0:32:53.390

Speaker 2

Do it because she she's really great at what she does.

0:32:53.400 --> 0:32:55.750

Speaker 2

And so I gotta give it to her.

0:32:55.820 --> 0:32:59.570

Speaker 2

And on the Tim, do you wanna say anything about Willis 9?

0:32:59.580 --> 0:33:0.560

Speaker 2

Do you have anything to add?

0:33:2.720 --> 0:33:13.110

Timothy Burks

I mean, just speaking to the cadence, it's really been key for us, you know, cause Gee and and the team, I've been doing a great job at getting us in front of the people.

0:33:13.120 --> 0:33:21.780

Timothy Burks

We need to be talking to, even if it doesn't start out that way, and I think that allows me and Stephanie to really come in.

0:33:21.790 --> 0:33:38.90

Timothy Burks

Stephanie's great at, you know, starting the right conversations, getting the right questions to ask and and it really leads to the customer telling us they're paying points throughout the conversation easier, making it easier for the customer to, you know, identify that even when they're not thinking about things that we could do for them.

0:33:38.940 --> 0:33:52.460

Timothy Burks

Umm, because you know when we're coming into their office, they're looking at us as another provider versus being an actual partner where we can actually plug in and places they they're not, you know, may not even be aware of.

0:33:53.300 --> 0:33:58.970

Timothy Burks

So you know, Kristie, putting us in front of the right people, keeping us on that cadence cadence.

0:33:58.980 --> 0:34:2.570

Timothy Burks

And like Stephanie said, you know, keeping our integrity internal.

0:34:3.340 --> 0:34:25.250

Timothy Burks

Uh, on point and then us being able to go in and have those conversations and uncover the the things that we are the way we are is is really decadence behind it and Kristie keeps us on top of that team, keeps us on top of that as far as me and Stephanie playing a key role and and being support for their deals that they they set up for us to be in front of so.

0:34:26.640 --> 0:34:36.910

Speaker 2

Yeah, some big parts of that, like Kristie, talks a lot about being partners and about creating long lasting partnerships with with all the people that we support.

0:34:37.20 --> 0:34:39.740

Speaker 2

It's not just about getting a sale today.

0:34:39.790 --> 0:34:51.990

Speaker 2

It's about setting ourselves up for the future and really being that the chosen provider, so she she does a really great job of that and also understanding the buying process.

0:34:52.0 --> 0:34:53.650

Speaker 2

What's the sense of urgency?

0:34:53.720 --> 0:34:55.850

Speaker 2

Or do we need to create a sense of urgency?

0:34:57.330 --> 0:34:59.300

Speaker 2

What's their decision making process?

0:34:59.310 --> 0:35:4.340

Speaker 2

So we can accurately forecast and and know if we can count that deal for this month or not.

0:35:4.400 --> 0:35:15.770

Speaker 2

So as far as Caddo Parish Sheriff's Office, that one kinda goes into what was said about Novacom.

0:35:15.780 --> 0:35:20.980

Speaker 2

A cold call is coal calls are still alive and well.

0:35:22.740 --> 0:35:31.690

Speaker 2

There was a third party, like a master agent that made a coal call to Caddo Parish Sheriff's Department.

0:35:31.940 --> 0:35:33.850

Speaker 2

We already serve Caddo Parish.

0:35:34.140 --> 0:35:40.930

Speaker 2

We didn't realize that the Sheriff's Department was a separate entity that pays their own bill and buys their own solutions.

0:35:41.80 --> 0:35:50.70

Speaker 2

So this random guy from New York made a coal call and the customer said, well, we're actually looking for quotes right now for dark fiber.

0:35:50.300 --> 0:35:57.260

Speaker 2

And they spent about a month trying to collect quotes for them just so they could get paid.

0:35:57.270 --> 0:35:57.860

Speaker 2

Right.

0:35:58.30 --> 0:36:3.220

Speaker 2

And then they they called us because the customer said, well, conterra is in here.

0:36:3.230 --> 0:36:4.40

Speaker 2

You ought to call them.

0:36:4.50 --> 0:36:5.660

Speaker 2

We, that's who we were gonna call.

0:36:6.610 --> 0:36:11.120

Speaker 2

And so they called us, not expecting us to respond to the bid.

0:36:11.210 --> 0:36:15.440

Speaker 2

But Paul instantly said, you know what, we have a lot of questions to ask you.

0:36:15.450 --> 0:36:19.980

Speaker 2

We need to get our engineer involved with the when somebody asks for dark fiber.

0:36:19.990 --> 0:36:32.120

Speaker 2

Normally it's a finance decision or a network design decision, and so we needed to really understand why did they ask for what they asked for and and understand the the true need of the customer.

0:36:32.250 --> 0:37:5.20

Speaker 2

So Paul did a great job getting that call set up, getting Tim in front of the customer and even where that partner didn't have the answers to our questions, we were able to bring the customer in and and get the answers to what we needed and even secure the buy in and ask them straight up to sign this month because you guys heard that my my team faced every sort of bad thing that that could be thrown at us last month from family members.

0:37:5.30 --> 0:37:6.860

Speaker 2

My my father in law was in ICU.

0:37:6.870 --> 0:37:8.900

Speaker 2

I had health issues.

0:37:9.570 --> 0:37:11.340

Speaker 2

We had no power.

0:37:11.410 --> 0:37:23.580

Speaker 2

We had every single ball that could be thrown at us was thrown at us and so this was the hell, Mary end of the month and and Paul was all over it.

0:37:23.670 --> 0:37:25.420

Speaker 2

And so he saved the day.

0:37:25.550 --> 0:37:49.300

Speaker 2

Really and truly with the 8051 dollar five year deal and that partner, by the way was selling against us trying to get them to buy from AT&T because AT&T paid them more and because of Paul and his specific actions, we were able to win a deal that if it was up to that partner, we wouldn't know one even though they wanted to get paid on it.

0:37:50.880 --> 0:37:51.220

Adrian Garcia

Let's see.

0:37:49.970 --> 0:37:59.0

Timothy Burks

And and we were able to talk to customer out of the dark fiber solution over to a private network, I think was a win ultimately.

0:37:59.990 --> 0:38:0.710

Speaker 2

Yeah, for sure.

0:38:0.980 --> 0:38:3.780

Adrian Garcia

Good. Awesome.

0:38:0.210 --> 0:38:5.670

Speaker 2

Was getting that conversation changed around because they didn't really want dark fiber, but the cold?

0:38:5.730 --> 0:38:12.670

Speaker 2

Call is still alive, y'all and don't let these partners and these other people that are getting paid residuals cold.

0:38:12.680 --> 0:38:16.730

Speaker 2

Call your customer first because a lot of times that they get in there first and we're out.

0:38:18.380 --> 0:38:18.780

Adrian Garcia

Right.

0:38:18.840 --> 0:38:21.580

Adrian Garcia

So one one more call, right.

0:38:21.900 --> 0:38:23.990

Adrian Garcia

So congratulations, Christy.

0:38:24.80 --> 0:38:25.110

Adrian Garcia

Stephanie Paul.

0:38:25.220 --> 0:38:28.480

Adrian Garcia

Tim, great job and we'll have one more.

0:38:28.490 --> 0:38:37.310

Adrian Garcia

I know there's a lot on this list, but we'll have one more team kind of review their success and like to have Kirk Bertus and his team talk about Calc issue.



0:38:38.270 --> 0:38:40.20

Adrian Garcia

Uh Parish Sheriff's Office.

0:38:40.30 --> 0:38:46.360

Adrian Garcia

But we had two the sheriff's in northern Louisiana and in the larger counties that we support partner up with us.

0:38:46.370 --> 0:38:47.390

Adrian Garcia

So that's phenomenal to see.

0:38:48.280 --> 0:38:49.740

Adrian Garcia

Uh, where?

0:38:49.820 --> 0:38:51.330

Adrian Garcia

Take it away and talk to us. About what?

0:38:51.380 --> 0:38:51.950

Adrian Garcia

What?

0:38:52.80 --> 0:38:53.450

Adrian Garcia

What were the differentiators?

0:38:53.460 --> 0:38:54.390

Adrian Garcia

Why did they choose conterra?

0:38:56.70 --> 0:38:56.990

Kirk Bertus

Umm good deals.

0:38:57.0 --> 0:39:8.620

Kirk Bertus

So this sale was headed off by Andrew Taylor and Dagan, Soileau Targan and a new area of the Lake Charles the the north, the northern side of Calcasieu.

0:39:9.230 --> 0:39:11.420

Kirk Bertus

This also was a Co called Cold Call.

0:39:11.480 --> 0:39:17.190

Kirk Bertus

It was perfect timing when they approached the Sheriff's Office, they had an existing aerial network.

0:39:17.330 --> 0:39:19.160

Kirk Bertus

They had been through multiple storms.

0:39:18.890 --> 0:39:19.240

Adrian Garcia

Healthcare.

0:39:19.170 --> 0:39:20.690

Kirk Bertus

The service wasn't reliable.

0:39:21.950 --> 0:39:36.340

Kirk Bertus

It had left them completely out for a number of months, so to get a better understanding of our network and our capabilities, Dagan and Andrew went in there and built the trust they identified who the proper stakeholders were.

0:39:36.630 --> 0:39:38.700

Kirk Bertus

Throughout this discussion discussion.

0:39:38.750 --> 0:39:39.380

Kirk Bertus

But who?

0:39:39.390 --> 0:39:44.940

Kirk Bertus

The ultimate decision maker makers were and who they would influence through that conversation.

0:39:45.30 --> 0:39:50.110

Kirk Bertus

We worked with the sales engineer to put together A-17 site location.

0:39:50.700 --> 0:39:54.570

Kirk Bertus

Two of those were Type 2, the rest were on net.

0:39:54.580 --> 0:39:55.690

Kirk Bertus

It had diversity.

0:39:55.700 --> 0:39:56.30

Kirk Bertus

It had.

0:39:56.40 --> 0:40:3.330

Kirk Bertus

Sip it had redundant paths and we worked everything on the back end, through the executives, through the HIO process.

0:40:3.820 --> 0:40:6.900

Kirk Bertus

We alerted all of the E executives.

0:40:6.910 --> 0:40:14.580

Kirk Bertus

What the capital costs would be, we got the buy in from the top and when we went and pitched our solution, we pitched A5 year.

0:40:14.690 --> 0:40:16.220

Kirk Bertus

It met out the CapEx.

0:40:16.280 --> 0:40:35.580

Kirk Bertus

It gave us a ton of new network to sell within that region that will gain once the network is built on additional customers passed and just a really big win for SLA that came uh right after Andrew Taylor had also the month prior had sold the copper shoe clerk of courts.

0:40:35.640 --> 0:40:37.710

Kirk Bertus

So we're getting a lot of traction within that market.

0:40:38.540 --> 0:40:42.30

Kirk Bertus

These are the type of key accounts that really make a difference in the market.

0:40:42.40 --> 0:40:51.70

Kirk Bertus

They speak to the community, they're great representatives of of conterra and really appreciate the relationship that we've established so far.

0:40:51.460 --> 0:40:54.870

Kirk Bertus

So more to come from SLA.

0:40:55.630 --> 0:40:56.500

Adrian Garcia

Was was that?

0:40:56.640 --> 0:40:58.760

Adrian Garcia

Was that the one that said to the to be true?

0:40:58.770 --> 0:41:1.900

Adrian Garcia

Because I know that was part of, I guess or obstacle, right?

0:41:1.970 --> 0:41:4.131

Adrian Garcia

Was that was that that the 1E?

0:41:4.380 --> 0:41:5.290

Andrew Taylor

No, that was a different one.

0:41:3.430 --> 0:41:22.880

Kirk Bertus

Well, that, that that's actually another client that hit had mentioned that and you know part of our biggest challenge is is just getting the name out who can Tara is and how long we've been in the market, what our story is when we get to that point of the discussion, we actually show them the network and our capabilities.

0:41:23.390 --> 0:41:28.20

Kirk Bertus

That response does come a lot is like we've never heard of you.

0:41:28.200 --> 0:41:28.640

Kirk Bertus

Wow.

0:41:28.650 --> 0:41:30.710

Kirk Bertus

You know, it's almost too good to be true.

0:41:31.450 --> 0:41:41.160

Kirk Bertus

And so, you know, when other success story really look forward to more great work from the team on Landon that sale.

0:41:41.940 --> 0:41:43.260

Andrew Taylor

That I just want to say something.

0:41:43.270 --> 0:41:44.0

Andrew Taylor

This is Andrew Taylor.

0:41:42.430 --> 0:41:45.150

Adrian Garcia

They were team Andrew.

0:41:45.760 --> 0:41:53.780

Andrew Taylor

So we sent an email, basically code call email at 11:11 AM saying hey we're can Sarah.

0:41:54.70 --> 0:41:57.810

Andrew Taylor

Ohh, I'd like to meet with you 22 minutes later.

0:41:58.270 --> 0:42:2.500

Andrew Taylor

They responded with dates that they could meet and we knew it was all on.

0:42:2.510 --> 0:42:5.250

Andrew Taylor

We were like, alright, let's go and we just went as fast as we did.

0:42:6.230 --> 0:42:6.670

Adrian Garcia

Awesome.

0:42:7.180 --> 0:42:7.420

Adrian Garcia

Yeah.

0:42:7.430 --> 0:42:8.130

Adrian Garcia

And I, you know, I was.

0:42:8.140 --> 0:42:16.80

Adrian Garcia

It was again, you know, part of those conversations you guys had a plan, you guys had a back back down plan and you guys were In Sync.

0:42:16.90 --> 0:42:23.890

Adrian Garcia

So the nominal job team way to go, we could spend all call kind of going through these deals and maybe that's an idea for related on roads.

0:42:23.900 --> 0:42:29.290

Adrian Garcia

I think we learn from each other's best practices approach strategies across all the markets.

0:42:29.300 --> 0:42:40.430

Adrian Garcia

So we should we could spend a little bit more time, but I do want to make sure I transition and give Grant and his team and Jackie and the team, you know the time that they that they need to be able to review these things.

0:42:40.440 --> 0:42:44.620

Adrian Garcia

But again, phenomenal, a movement and success.

0:42:44.630 --> 0:42:50.800

Adrian Garcia

I mean, these are all new logos for the most part, these conversations are taking place in all of our markets.

0:42:51.230 --> 0:42:53.260

Adrian Garcia

It's similar conversations.

0:42:53.310 --> 0:43:4.480

Adrian Garcia

It's the same power statement right that we're communicating to the team, so I encourage everyone to see the success that we have within these deals and apply to what you guys are doing out in the field.

0:43:4.490 --> 0:43:7.960

Adrian Garcia

We bring a ton of value to our prospects and customers.

0:43:8.890 --> 0:43:17.900

Adrian Garcia

We're one of the few companies in these markets that are up against the established telecom trend of, you know, diluted customer service and experience.

0:43:17.910 --> 0:43:21.450

Adrian Garcia

Nobody's local, so team this is these are perfect examples.

0:43:21.460 --> 0:43:28.280

Adrian Garcia

Reach out to each other, collaborate, talk about the successes, talk about the challenges, because this is where the rubber meets the borrow.

0:43:28.290 --> 0:43:29.130

Adrian Garcia

This is what we're doing.

0:43:29.140 --> 0:43:29.900

Adrian Garcia

This is conterra.

0:43:29.910 --> 0:43:32.930

Adrian Garcia

So phenomenal job across the board team.

0:43:32.970 --> 0:43:33.330

Adrian Garcia

Way to go.

0:43:34.400 --> 0:43:41.300

Adrian Garcia

They believe that is all I have for the recognition and we, you know, remind her.

0:43:41.310 --> 0:43:45.680

Adrian Garcia

I believe Michael has his quarterly recognition that will include the full quarter.

0:43:45.550 --> 0:43:45.710

Matt Jones

It's.

0:43:47.320 --> 0:43:52.60

Adrian Garcia

I think it's this month later this month and the second the last week of the month to check the calendars.

0:43:52.70 --> 0:43:58.450

Adrian Garcia

It should already be there things that 24th while confirmed before the end of the call, but we'll have the rest of the team.

0:43:58.460 --> 0:44:10.130

Adrian Garcia

I know that the the E rate and wholesale team are on, so I apologize team that you guys have kind of have to wait through this, but well, we're going to get compared and measured against all of you and Michael's call.

0:44:10.140 --> 0:44:10.410

Adrian Garcia

Call.

0:44:10.420 --> 0:44:12.30

Adrian Garcia

So I look forward to that.

0:44:12.40 --> 0:44:13.910

Adrian Garcia

So thank you all.

0:44:14.0 --> 0:44:15.860

Adrian Garcia

I'll transition over to Mr Grant.

0:44:16.550 --> 0:44:17.170

Adrian Garcia

Take it away, Sir.

0:44:18.610 --> 0:44:19.530

Grant Sullivan

Alright, I appreciate it.

0:44:19.540 --> 0:44:24.330

Grant Sullivan

Jackie, are we ready to to do product or do you have something that you want to talk about before we start?

0:44:25.740 --> 0:44:26.810

Grant Sullivan

Not OK.

0:44:26.160 --> 0:44:27.780

Jacquelyn Llorca

No, you're good.

0:44:27.900 --> 0:44:31.10

Grant Sullivan

Alright, well I'm going to pass it over to Bob.

0:44:31.80 --> 0:44:31.830

Grant Sullivan

Bob, are you on?

0:44:31.840 --> 0:44:32.370

Grant Sullivan

I think you are.

0:44:33.400 --> 0:44:34.60

Robert Ruggiero

I am. Yes.

0:44:34.720 --> 0:44:35.500

Grant Sullivan

Alright, take it away, Sir.

0:44:36.10 --> 0:44:49.100

Robert Ruggiero

All right, I'm going to share my screen here and bear with me while I put this in presentation mode because you guys probably don't wanna do the eye chart that's sitting right here and we'll hopefully this slide show start from the beginning.



0:44:49.570 --> 0:44:50.60

Robert Ruggiero

Awesome.

0:44:50.410 --> 0:44:52.160

Robert Ruggiero

So I'm cross.

0:44:52.170 --> 0:44:54.200

Robert Ruggiero

You guys can actually see my screen and you can hear me.

0:44:55.300 --> 0:44:59.610

Robert Ruggiero

I I see a a corner of my screen up here with a nodding yes.

0:45:0.140 --> 0:45:0.340

Grant Sullivan

You're.

0:44:59.620 --> 0:45:3.290

Robert Ruggiero

So let's say yes to me there are three things that we're going to cover today.

0:45:3.920 --> 0:45:5.390

Robert Ruggiero

Three things that I'm excited about.

0:45:5.400 --> 0:45:8.710

Robert Ruggiero

Hopefully I'll get you guys really excited about we have managed Gateway.

0:45:8.780 --> 0:45:24.20

Robert Ruggiero

We have managed LAN which will spend a whole bunch of time on and then we have a a managed deed also offering that I'm going to leak out to you, but we need to be aware of and we're going to start moving, umm heavily towards that.

0:45:24.30 --> 0:45:25.890

Robert Ruggiero

But those are three things we're gonna talk about today.

0:45:25.900 --> 0:45:29.970

Robert Ruggiero

So let's get it away and start off with the managed gateway.

0:45:30.200 --> 0:45:34.230

Robert Ruggiero

If you guys are looking at this, you may be looking at the screen thinking what is the managed gateway.

0:45:34.970 --> 0:45:41.60

Robert Ruggiero

Umm, I believe it or not, you guys are probably fairly familiar with what the gateway is, so think about it today.

0:45:41.70 --> 0:45:52.530

Robert Ruggiero

In today's world, when you actually sell a voice line, excuse me to a customer that's not a hosted line, but a voice line to a customer that wants to connected to a traditional TDM or ego analog service.

0:45:52.540 --> 0:46:0.640

Robert Ruggiero

So a A, you know, old school PBX or old school Keith system, it's an analog service.

0:46:1.270 --> 0:46:11.160

Robert Ruggiero

We need to do something in order to provide a voice service to them, so we provide voice as a as a customer, we provide our carrier, we provide IP signaling.

0:46:11.290 --> 0:46:12.660

Robert Ruggiero

That's how we provide service.

0:46:13.20 --> 0:46:16.360

Robert Ruggiero

Analog doesn't know what to do with IP signaling.

0:46:16.370 --> 0:46:18.560

Robert Ruggiero

You got to put something in there to actually convert it.

0:46:18.620 --> 0:46:36.380

Robert Ruggiero

That's where the gateway is, so it's installed the customers prems connected to the analog equipment and it converts that IP signal from carrier, which is what we do today to TDM or an analog so that somebody can pick up the phone, the old school phone say times Ty and make me make connections.

0:46:36.990 --> 0:46:40.690

Robert Ruggiero

So in this context, we are actually offering this as a managed service.

0:46:40.700 --> 0:46:43.120

Robert Ruggiero

So it is a piece of equipment and we'll get that into a second.

0:46:43.430 --> 0:46:47.730

Robert Ruggiero

And what we're doing with this piece of equipment is we're gonna, we're gonna provide the configuration for it.

0:46:47.910 --> 0:46:51.260

Robert Ruggiero

We're gonna provide the management for it and we're going to provide updates to us.

0:46:51.270 --> 0:46:56.830

Robert Ruggiero

So if we have to update firmware, etcetera, that's what we're going to be doing from.

0:46:57.940 --> 0:47:0.510

Robert Ruggiero

I skipped over quickly, but this is a you know this is a quick thing.

0:47:0.520 --> 0:47:1.750

Robert Ruggiero

There will be Flyers available.

0:47:1.760 --> 0:47:5.70

Robert Ruggiero

I think I I don't know the link off top of my head.

0:47:5.80 --> 0:47:8.100

Robert Ruggiero

I'm sure that we can put it into the chat room, but there is a lot flatter bill.

0:47:8.110 --> 0:47:17.430

Robert Ruggiero

But if you guys would look at the basically the pitch here will be you want to keep that voice Gateway running off and leave fully compliant from a compliance 6 standpoint.

0:47:17.440 --> 0:47:35.730

Robert Ruggiero

You know, some of the smaller customers may not have the compliance and regulations that a larger customers do, but you know as a as a person that runs in network or it you know manager, you're compelled to actually do things like make sure of the firmware on any particular piece of equipment that touches your network is up to date.

0:47:35.740 --> 0:47:37.490

Robert Ruggiero

So there's security patches, etcetera.

0:47:37.740 --> 0:47:40.960

Robert Ruggiero

Those are things that we're going to be doing for the customer and that piece of equipment.

0:47:41.470 --> 0:47:45.900

Robert Ruggiero

We also do the provisioning, change management will monitor the hardware.

0:47:46.250 --> 0:47:50.670

Robert Ruggiero

This is something that is specifically specifically associated with voice lines.

0:47:50.680 --> 0:48:5.850

Robert Ruggiero

So again, when you guys go out there and talk to a customer, customer says, hey, I want voice service and at some point in time, you're not able to convince them to go away from the utilizing their E they're boat anchor PBX and moving to host it.

0:48:6.360 --> 0:48:13.290

Robert Ruggiero

If you can't convince them to do that, and you go right with a analog line, this is a piece of equipment that needs to go with that, right.

0:48:13.300 --> 0:48:21.380

Robert Ruggiero

So in this scenario, if you're selling customer, they won't go hosted, they have to they say no, I really want to stay with with analog handoff.

0:48:22.880 --> 0:48:26.930

Robert Ruggiero

You're required to actually add one of these devices per location.

0:48:26.940 --> 0:48:34.840

Robert Ruggiero

You sell a voice line at whether it's one line, whether it's 10 lines, whether 15 lines, if it's a location you're required to have one of them on there.

0:48:35.30 --> 0:48:37.890

Robert Ruggiero

This comes with a \$15 per month MRC.

0:48:38.910 --> 0:48:40.900

Robert Ruggiero

I just was redundant with what I said.

0:48:40.970 --> 0:48:43.640

Robert Ruggiero

It's a \$15 MRC, umm.

0:48:44.20 --> 0:48:51.320

Robert Ruggiero

And again, any time you sell 1 voice lines, if there's a location, you gotta have one at least one of these available at \$15.00 a month.

0:48:52.990 --> 0:48:58.580

Robert Ruggiero

If you're like most people, and hopefully this actually works and you're looking at the screen, you're draw it over to the right hand of the screen.

0:48:58.590 --> 0:49:0.680

Robert Ruggiero

Cause I put this nice little thing up there, it said.

0:49:0.690 --> 0:49:2.380

Robert Ruggiero

Limited time only to draw your attention?

0:49:3.270 --> 0:49:26.110

Robert Ruggiero

Umm, so between now and probably the end of the month when we actually released a new catalog, you get the wonderful opportunity of being able to take a gateway that's supposed to be \$15.00 a month and just model then with the voice lines and sell the benefit of the customer to the bus customer that this is the gateway.

0:49:26.120 --> 0:49:27.310

Robert Ruggiero

This is what we're going to do for you.

0:49:27.320 --> 0:49:28.90

Robert Ruggiero

Give them the select.

0:49:28.100 --> 0:49:40.230

Robert Ruggiero

Talk to him about it and then provide it to him for free and you get to do that for about a month and at the end of the month when we get into the new catalog, we'll talk about how we can you structure things differently.

0:49:40.360 --> 0:49:47.970

Robert Ruggiero

But, but right now I want you guys to understand that when you go out there and sell voice, you're not able to convince somebody to go to host it.

0:49:48.480 --> 0:49:52.330

Robert Ruggiero

They wanna stick with their they want to keep their old analog system up and running.

0:49:52.500 --> 0:49:56.560

Robert Ruggiero

They want a line that you have to include one of these within the order.

0:50:0.70 --> 0:50:10.680

Robert Ruggiero

So good weighed a pause for questions and before I move on to the next grouping, so I don't see any in the chat window.

0:50:10.690 --> 0:50:13.780

Robert Ruggiero

But then I have a little baby window off to the side, so.

0:50:15.500 --> 0:50:15.650

Todd Smith

Hey.

0:50:17.170 --> 0:50:17.700

Robert Ruggiero

No.

0:50:15.310 --> 0:50:17.820

Grant Sullivan

You do have a hand raised here, Bob couple.

0:50:17.750 --> 0:50:18.280

Robert Ruggiero

Awesome.

0:50:18.490 --> 0:50:20.160

Robert Ruggiero

So I see that's yes.

0:50:18.860 --> 0:50:28.880

Todd Smith

Hey Bob is there, is there a UPS included in this gateway battery backup, no.

0:50:26.210 --> 0:50:32.410

Robert Ruggiero

Uh, there is not a UPS including the gateway, so I'll move on to the next one and I'll keep with the questions go.

0:50:33.330 --> 0:50:35.80

Robert Ruggiero

Yeah, it's not a UPS it.

0:50:35.90 --> 0:50:36.90

Robert Ruggiero

It's actually a little box.

0:50:36.210 --> 0:50:46.390

Robert Ruggiero

Some if I have the pick, it's it's pretty small, but it that way, but it can be plugged into a UPS with the customer would have to provide that.

0:50:50.70 --> 0:50:50.410

Todd Smith

Thank you.

0:50:48.830 --> 0:50:51.60

Doug Boberg

He Bob is through placing the ADTRAN.

0:50:53.880 --> 0:50:54.360

Robert Ruggiero

Yes.

0:50:54.370 --> 0:50:57.490

Robert Ruggiero

So if it's an analog service, it replaces the Adrian.

0:50:57.500 --> 0:51:15.240

Robert Ruggiero

So right now, you know, as we speak, the ad Tran will still be in existence, will still put at trans out there, but specifically for specifically for SIP handoffs and for customers that that need a PRI handoff and that's the only place to get trans will still exist.

0:51:17.120 --> 0:51:17.610

Doug Boberg

OK.

0:51:17.700 --> 0:51:18.60

Doug Boberg

Thank you.

0:51:18.620 --> 0:51:18.800

Robert Ruggiero

Yep.

0:51:24.10 --> 0:51:30.420

Robert Ruggiero

Oh, I would go into a lot more detail in terms of the quantity of FXS ports, which are voice lines it'll support.

0:51:31.150 --> 0:51:51.60

Robert Ruggiero

I'm going to share that with you because if you go back and said and looked at the limited time only, it's included umm we you know when we get to the new catalog, there will be business rules that will help it make super simple and easy for you to not have to worry about how many gateways are required with how many voice lines I sold.

0:51:51.690 --> 0:51:59.580

Robert Ruggiero

So we don't have to go into that, that gory detail now, but you just from an awareness standpoint, this is the device that's going to go out there.

0:52:0.10 --> 0:52:10.590

Robert Ruggiero

You can actually use this as well as the E uh the the one pair 2 pager the jet that Jack and the marketing team produced for the Managed Gateway.

0:52:11.300 --> 0:52:23.490

Robert Ruggiero

You can use those as as leave behinds the talking points to customers as an additional benefit, I'm and again it up until the up until the new catalogs released, which will be sometime in beginning of August, it's just gonna be included.

0:52:23.500 --> 0:52:29.650

Robert Ruggiero

So they get a they get a \$15 per month benefit if they sign a contract between now and August.

0:52:30.910 --> 0:52:31.340

Robert Ruggiero

Alright.

0:52:31.450 --> 0:52:32.730

Robert Ruggiero

Any any other questions?

0:52:32.740 --> 0:52:33.580

Robert Ruggiero

I got one more. I think.

0:52:33.590 --> 0:52:36.810

Robert Ruggiero

Tracy Vincent raised a hand and now it's gone. Yeah.

0:52:35.520 --> 0:52:36.930

Tracy Vincent

Ohh can yeah.

0:52:36.980 --> 0:52:41.790

Tracy Vincent

Ohh well, this backup on our work on the failover services that we have.

0:52:43.440 --> 0:52:49.480

Robert Ruggiero

Work in the so the gateway itself you can actually plug the gateway into.

0:52:50.840 --> 0:52:58.50

Robert Ruggiero

Umm yeah, you could plug it into the failover is there.

0:52:58.60 --> 0:52:59.900

Robert Ruggiero

They're they're pretty well separate though Tracy.



0:53:5.720 --> 0:53:6.10

Tracy Vincent

Umm.

0:52:59.910 --> 0:53:9.360

Robert Ruggiero

I mean this, this is something that will that that does the the analog to digital conversion, umm, so they're they're definitely separate offerings.

0:53:11.740 --> 0:53:12.970

Tracy Vincent

But I know they were separate offers.

0:53:13.210 --> 0:53:13.490

Robert Ruggiero

You.

0:53:12.980 --> 0:53:15.470

Tracy Vincent

I just wanted to keep with it, offer a backup.

0:53:15.480 --> 0:53:17.840

Tracy Vincent

Fell over in the relation to the voice service.

0:53:23.650 --> 0:53:23.810

Tracy Vincent

OK.

0:53:19.120 --> 0:53:25.90

Robert Ruggiero

Yes, yes, because it will, it will work the same way it would be for hosted, right.

0:53:37.750 --> 0:53:37.980

Tracy Vincent

OK.

0:53:25.100 --> 0:53:39.200

Robert Ruggiero

So you have to just, you know, dig in a little bit with your SE and how that would be designed or whether it's could be how it's going to be hanging off the, the, the the router or the OR the managed last witch, Yep.

0:53:39.830 --> 0:53:40.220

Rusty Wilson

So.

0:53:48.70 --> 0:53:49.360

Robert Ruggiero

Umm Yep.

0:53:40.350 --> 0:53:56.860

Rusty Wilson

So Bob, if if they just have, let's say they have hosted and they just need one fax line like pharmacy, I have to add 5050 another \$15 item on top of the 19, whatever dollars that analog phone is.

0:53:58.400 --> 0:53:59.630

Robert Ruggiero

That that is correct.

0:53:58.180 --> 0:54:1.210

Rusty Wilson

Is that correct? OK.

0:54:4.900 --> 0:54:5.290

Rusty Wilson

No.

0:54:5.820 --> 0:54:6.490

Rusty Wilson

Yeah.

0:54:6.660 --> 0:54:7.70

Rusty Wilson

OK.

0:54:7.130 --> 0:54:9.101

Rusty Wilson

And the 625 E.

0:54:12.340 --> 0:54:12.630

Robert Ruggiero

The.

0:54:12.80 --> 0:54:13.150

Blake Gunn

Hey Bob, this is Blake.

0:54:13.200 --> 0:54:25.470

Blake Gunn

I just quick question, just for education purposes, what's the added value and be a \$15 up charge versus the nine OAD to this product.

0:54:25.560 --> 0:54:30.140

Blake Gunn

What can we tell customers is different as to why we're adding this on?

0:54:31.960 --> 0:54:35.510

Robert Ruggiero

Yeah, there's a couple of things that are different just from the awareness standpoint.

0:54:36.20 --> 0:54:41.20

Robert Ruggiero

So with this device, we are actually going to be we're going to be monitoring and updating firmware.

0:54:41.810 --> 0:54:47.460

Robert Ruggiero

Umm the 908 E is something that we just put out there and and drop and and forget about it, right?

0:54:47.470 --> 0:54:56.510

Robert Ruggiero

It's basically it continues to work, but we're not updating firmware for uh for patches at all would just it's a set and forget.

0:54:57.80 --> 0:55:5.460

Robert Ruggiero

So there's some benefit here from a customer standpoint and you know that's that's the core difference.

0:55:6.100 --> 0:55:6.651

Blake Gunn

At the E.

0:55:5.470 --> 0:55:22.650

Robert Ruggiero

I mean in, in selfishly from an organization standpoint and for you guys perspectives, we spend probably about umm no lie 100 times more No 10 times more 10 times more 4908 E then we do this device.

0:55:24.160 --> 0:55:24.530

Blake Gunn

Understood.

0:55:24.320 --> 0:55:33.0

Robert Ruggiero

Alright, So what you guys will see, you'll see a benefit on your on the, you know, things turning red, yellow or green.

0:55:33.730 --> 0:55:37.400

Robert Ruggiero

You'll see that immediately because the cost of this is much lower.

0:55:37.630 --> 0:55:42.270

Robert Ruggiero

So your profitability flags will turn green a lot sooner.

0:55:44.90 --> 0:55:44.590

Robert Ruggiero

That makes sense.

0:55:44.260 --> 0:55:44.790

Blake Gunn

Perfect.

0:55:45.260 --> 0:55:45.720

Blake Gunn

Thank you, Sir.

0:55:45.340 --> 0:55:51.190

Robert Ruggiero

The but E so that was an easy one.

0:55:52.480 --> 0:55:53.650

Robert Ruggiero

I wanted to get to the fun ones.

0:55:53.660 --> 0:55:56.430

Robert Ruggiero

If you guys don't have questions about the managed gateway.

0:55:56.440 --> 0:55:58.170

Robert Ruggiero

I'll get to the one that I think is the most fun.

0:55:59.900 --> 0:56:0.90

Jorge Barrera

Yes.

0:55:58.220 --> 0:56:0.530

Robert Ruggiero

It's managed LAN alright.

0:55:58.510 --> 0:56:1.170

Adrian Garcia

There's there's one more, I believe, Jorge. Yeah.

0:56:1.360 --> 0:56:1.800

Robert Ruggiero

OK cool.

0:56:1.520 --> 0:56:12.940

Jorge Barrera

Yes, a question do we need to have this when we are in a new analog line or the system, Salesforce will recognize that we need it and added automatically.

0:56:14.340 --> 0:56:14.600

Robert Ruggiero

No.

0:56:15.990 --> 0:56:31.380

Robert Ruggiero

So in today's world, I'll, I'll refrain go back to the whole you know it's it's, it's included for free for next month when we get to the new CPQ environment which will be in August release, it'll do it for you up until now you probably need to remember it.

0:56:31.470 --> 0:56:35.120

Robert Ruggiero

I don't expect you guys to add it as a product on the order.

0:56:35.770 --> 0:56:48.350

Robert Ruggiero

That's something that's added when we actually go through the sales order form process, but as an AE, you wouldn't have to worry about this for a month.

0:56:48.410 --> 0:56:53.560

Robert Ruggiero

I other than it exists, it's a benefit, was talked to customer about how this is a benefit to them.

0:56:53.570 --> 0:57:00.650

Robert Ruggiero

They're getting a \$15.00 a month free service because they're doing this in July, is post August.

0:57:02.50 --> 0:57:03.50

Robert Ruggiero

Hope that answered your question.

0:57:06.800 --> 0:57:07.110

Adrian Garcia

Yeah.

0:57:07.120 --> 0:57:09.550

Adrian Garcia

And if I could, if I could add a little bit to that.

0:57:09.560 --> 0:57:28.190

Adrian Garcia

So, you know, back to Blake's question, you know, I think I think we've been pretty consistent, not even mentioning the power of our voice network when we deliver a converge, a converted service, right, you know, pots lines are it's it's old technology.

0:57:28.380 --> 0:57:31.270

Adrian Garcia

I mean it's it's copper based technology.

0:57:31.330 --> 0:57:44.750

Adrian Garcia

If our competitors selling pots line and a true pots line, they're selling an old technology and this is basically our saying, hey, we're able to emulate this older technology if you don't want to invest in our hosting environment.

0:57:45.220 --> 0:57:57.810

Adrian Garcia

But we're also able to guarantee and ensure that it's delivered the way that it's supposed to be, and I think I think we need to kind of change the conversation just, you know, from just assuming that every carrier can deliver pots lines.

0:57:57.820 --> 0:58:1.640

Adrian Garcia

But you know, we're in the digital world now.

0:58:1.650 --> 0:58:6.700

Adrian Garcia

We need to be able to educate our customers a differences and this is an opportunity for us to be able to do that.

0:58:6.710 --> 0:58:16.970

Adrian Garcia

And you know, if AT&T or the local exchange carrier, whoever might be, is providing plain old telephone lines, additional plain old telephone, they're going to rack rates right now at \$50.00 a line.

0:58:17.800 --> 0:58:39.660

Adrian Garcia

So we just have to be able to, you know, think about the value and not and and and kind of read train ourselves and saying hey, you know we're we're emulating older technology because you're not wanting to go and consider the hosting environment sort of speak right and this is part of us being able to guarantee and monitoring and make sure that it's worth way that you need it to be.

0:58:39.730 --> 0:58:41.570

Adrian Garcia

So just wanted to add that note.

0:58:48.820 --> 0:58:53.170

Robert Ruggiero

Oh, so I'm gonna move over to the next the thing I think this is the most fun.

0:58:53.180 --> 0:58:58.450

Robert Ruggiero

This is the most exciting for me at least, so hopefully hopefully you catch on my excitement here.

0:58:59.740 --> 0:59:3.710

Robert Ruggiero

So I'm we're gonna talk about managed land and yeah.

0:59:3.720 --> 0:59:7.30

Robert Ruggiero

Believe it or not, you can be looking at the just thinking what is man's land?

0:59:7.90 --> 0:59:7.550

Robert Ruggiero

What is it?

0:59:7.560 --> 0:59:17.150

Robert Ruggiero

I've never had an experience it with it before, but managed line is basically is an Ethernet switch connecting conterra provided devices and custom as well as customer provided devices.

0:59:18.720 --> 0:59:30.770

Robert Ruggiero

Anytime you guys go out there today and today's world and you sell a hosted voice solution, you sell hosted voice, see and you sell a A a phone IP phone that goes along with it, right?

0:59:30.880 --> 0:59:53.380

Robert Ruggiero

Every time that happens, we provide a managed switch or before I switch out there, some people might refer to it as a Poe switch, but it's basically an Ethernet switch and we do that so that we can do because provisioning and configuration or those phones to hook to something that's Poe that can cook back into our network.

0:59:53.390 --> 0:59:57.920

Robert Ruggiero

So we we do it because of the because we need to have that functionality.

0:59:58.190 --> 0:59:59.280

Robert Ruggiero

Think of it this way.

0:59:59.370 --> 1:0:24.360

Robert Ruggiero

Any customer that you walked into today in today's world that has either IP phones, maybe they have a printer, maybe they have multiple server stacks within their business environment, they have an Ethernet switch, they connect things, wired computer devices together, they disperse, they have a they provide you know some sort of security.

1:0:24.370 --> 1:0:25.610

Robert Ruggiero

They provide routing protocols.

1:0:25.620 --> 1:0:32.610

Robert Ruggiero

They provide things to allow those devices to talk to each other within, within the land environment, right.

1:0:32.700 --> 1:0:38.570

Robert Ruggiero

And a lot of times those companies will provide will actually hire somebody outside to manage those switches.

1:0:38.660 --> 1:0:50.70

Robert Ruggiero

Maybe they'll do it themselves, and I think anytime you talk to anybody 9/2 side about, you know, yeah, managing switches, they'll tell you it's a pain in the, in the rear, they'll do it.

1:0:50.130 --> 1:0:50.990

Robert Ruggiero

So necessary evil.

1:0:51.0 --> 1:0:58.500

Robert Ruggiero

They don't like doing it, so using this as a managed service is something is a big benefit in this managed land scenario.

1:0:58.790 --> 1:1:3.400

Robert Ruggiero

Contera now is going to be providing those Ethernet switches for the customers.

1:1:3.630 --> 1:1:39.80

Robert Ruggiero

We can continue to use them to connect container provided services like IP phones like umm you know forward extenders that I sold the wireless failover that Ford extender used to plug into something that's Ethernet switch to provide futuristic things maybe like a like you know API's for Wi-Fi, but it's also be able to support customer provided things that we don't sell like maybe the customer needs to connect their Canon printer I into their network or maybe they need to connect their VM stack into the network.

1:1:39.150 --> 1:1:47.220

Robert Ruggiero

So that's switching itself is something that we would be able to provide as a service to customers provided as a managed service.

1:1:47.230 --> 1:1:53.460

Robert Ruggiero

And the customer then can then cannot have to rely on either their internal resources to manage that splits or outsource it.

1:1:53.470 --> 1:1:55.550

Robert Ruggiero

So that's something they can rely on conterra to do.

1:1:56.240 --> 1:2:4.810

Robert Ruggiero



Again, this is a lot of new territory for you guys because I think for the most part, y'all are focusing on things that are router.

1:2:5.670 --> 1:2:6.960

Robert Ruggiero

No ultra network.

1:2:6.970 --> 1:2:8.420

Robert Ruggiero

Not from Broward, not router.

1:2:8.430 --> 1:2:12.960

Robert Ruggiero

Inside the four walls, which is the lamp, there are some great information here.

1:2:13.240 --> 1:2:17.280

Robert Ruggiero

Again, I think this link is the right one.

1:2:17.290 --> 1:2:32.840

Robert Ruggiero

I will rely on Jackie and team to make sure that you guys have the right one, but there is a there is a nice little, you know, two page flyer to gives you the overviews of what it is kind of generally what I said and and yeah in in high level.

1:2:33.110 --> 1:2:35.360

Robert Ruggiero

But there's also this really cool white paper here.

1:2:35.890 --> 1:2:41.160

Robert Ruggiero

I'm not gonna click into it, but I will give you a how overview of exactly what it covers.

1:2:41.170 --> 1:2:48.80

Robert Ruggiero

So it's basically A2 pager that gives you a nice little tutorial on what is the Ethernet switch.

1:2:48.90 --> 1:2:49.80

Robert Ruggiero

Why is it important?

1:2:49.150 --> 1:2:49.660

Robert Ruggiero

Why?

1:2:49.710 --> 1:2:50.660

Robert Ruggiero

Why?

1:2:51.210 --> 1:2:53.990

Robert Ruggiero

Why do E you know?

1:2:54.0 --> 1:2:55.520

Robert Ruggiero

And users think as important work.

1:2:55.560 --> 1:3:3.60

Robert Ruggiero

Why does it exist and and you know what's managed versus unmanaged when it comes to an Ethernet switch?

1:3:3.70 --> 1:3:4.700

Robert Ruggiero

So it's a great little white paper.

1:3:5.590 --> 1:3:6.600

Robert Ruggiero

It's a 2 pager.

1:3:6.970 --> 1:3:8.190

Robert Ruggiero

I think it's an easy rate.

1:3:8.200 --> 1:3:10.820

Robert Ruggiero

You may, you may disagree with me, right?

1:3:10.960 --> 1:3:18.410

Robert Ruggiero

But it is available for you guys to look at and I would encourage you to go pull it up and just take a peek at it so that you're more comfortable with with what that land environment looks like.

1:3:18.420 --> 1:3:21.400

Robert Ruggiero

So you can start having that conversation with customers.

1:3:23.710 --> 1:3:23.970

Robert Ruggiero

So.

1:3:28.540 --> 1:3:43.860

Robert Ruggiero

Basically what we're doing here is we are going to be providing the provisioning configuration, change management and monitoring of those switches, right, so that Ethernet switch in the customer's network, we're going to be valued, provisioning configuration, change management and monitoring.

1:3:45.200 --> 1:3:46.570

Robert Ruggiero

I'm thinking 2 slides from now.

1:3:46.580 --> 1:3:58.150

Robert Ruggiero

We'll look at the monitoring, but there's a huge benefit here from a customer perspective because they don't have to do the gory things that from a management perspective, we're doing a lot of that stuff for them.

1:3:58.800 --> 1:4:12.310

Robert Ruggiero

Umm, so this is something that is generally available with one voice hosted and I'm gonna show you in a second when we pull Salesforce off and show you where you can pull it.

1:4:12.320 --> 1:4:20.340

Robert Ruggiero

Get it from, but generally available with host it right, because today's world is associated with hosted voice, doesn't need to be.

1:4:21.250 --> 1:4:35.520

Robert Ruggiero

But in today's world, for this particular month until the catalog new catalogs out there is associated with voice, cause you would sell it with, you would sell it with or be required with any hosted voice sale that you put out there, OK.

1:4:37.80 --> 1:4:41.580

Robert Ruggiero

There is a managed land business and there's a managed lent enterprise.

1:4:41.590 --> 1:4:43.990

Robert Ruggiero

I will tell you the difference to two of them in a second.

1:4:44.240 --> 1:4:50.350

Robert Ruggiero

It's basically the quantity of ports, but once \$50.00 a month \$175 a month.

1:4:51.280 --> 1:4:54.980

Robert Ruggiero

Umm I I personally think that's generally a bargain.

1:4:55.140 --> 1:4:56.730

Robert Ruggiero

It requires a managed router.

1:4:58.580 --> 1:5:17.780

Robert Ruggiero

The managed router is generally \$30.00 a month and once again look at that on the right hand side you

you get a benefit for a limited time only where if you guys select a managed LAN business switch for \$50.00 that comes with a router.

1:5:19.950 --> 1:5:26.560

Robert Ruggiero

Though comes with a managed router, so I'll pause there and make sure everybody kind of understands what I said and if I have to say it.

1:5:26.570 --> 1:5:29.980

Robert Ruggiero

And yeah, different terms, but you guys.

1:5:34.160 --> 1:5:36.50

Robert Ruggiero

Like did I did I get my message across?

1:5:46.270 --> 1:5:46.950

Grant Sullivan

Deepest question.

1:5:43.550 --> 1:5:47.840

Robert Ruggiero

Like it's like I like silence, so yes.

1:5:51.530 --> 1:5:51.730

Robert Ruggiero

30.

1:5:52.870 --> 1:5:53.40

Keith Lloyd

Yeah.

1:5:53.50 --> 1:5:54.40

Keith Lloyd

Let me get off meet here.

1:5:54.50 --> 1:6:3.80

Keith Lloyd

OK, I'm looking at this and I'm trying to understand that you're saying that, uh, it's gonna require a four gate router in order to do a managed LAN.

1:6:4.160 --> 1:6:4.990

Keith Lloyd

Is that correct?

1:6:5.50 --> 1:6:5.250

Keith Lloyd

OK.

1:6:3.730 --> 1:6:5.790

Robert Ruggiero

Yep, that is correct.

1:6:10.520 --> 1:6:11.80

Robert Ruggiero

That's correct.

1:6:6.730 --> 1:6:16.600

Keith Lloyd

And the managed router is \$30.00 a month and the land business switch is \$50.00 or enterprise that \$75.00 right?

1:6:17.80 --> 1:6:17.270

Robert Ruggiero

Yep.

1:6:20.170 --> 1:6:20.370

Keith Lloyd

OK.

1:6:20.180 --> 1:6:21.30

Robert Ruggiero

And that open.

1:6:20.160 --> 1:6:25.170

Blake Gunn

So normally 80 but 75 is a discounted rate, right?

1:6:25.530 --> 1:6:26.300

Blake Gunn

If you're doing it.

1:6:25.830 --> 1:6:26.780

Keith Lloyd

It's normally 80.

1:6:27.840 --> 1:6:28.260

Robert Ruggiero

No.

1:6:28.480 --> 1:6:29.380

Blake Gunn

50 + 30.

1:6:30.700 --> 1:6:32.950

Keith Lloyd

Now that's for an Lt managed.

1:6:28.830 --> 1:6:33.410

Robert Ruggiero

Yes, you have plus 30, no.

1:6:32.960 --> 1:6:35.400

Keith Lloyd

That's a LTE backup there, right?

1:6:38.880 --> 1:6:39.680

Keith Lloyd

Routers 30.

1:6:36.500 --> 1:6:43.890

Robert Ruggiero

Routers 30 managed land switches last last switches 50 right so.

1:6:42.20 --> 1:6:43.890

Keith Lloyd

OK, very good. OK.

1:6:44.610 --> 1:6:46.530

Robert Ruggiero

Umm normally 80.

1:6:48.220 --> 1:6:49.250

Keith Lloyd

Normally 80.

1:6:49.690 --> 1:6:50.130

Keith Lloyd

How's that?

1:6:50.140 --> 1:6:50.840

Keith Lloyd

Normally 80.

1:6:49.790 --> 1:6:52.710

Robert Ruggiero

Right, 30 + 30 is 80.

1:6:54.170 --> 1:6:54.570

Keith Lloyd

OK.

1:6:55.400 --> 1:6:55.800

Robert Ruggiero

Right.

1:6:55.880 --> 1:6:57.60

Robert Ruggiero

So the router is just the router.

1:6:58.300 --> 1:7:0.190

Robert Ruggiero

Yeah, it doesn't include anything else.

1:7:1.660 --> 1:7:1.910

Keith Lloyd

Umm.

1:7:0.200 --> 1:7:2.230

Robert Ruggiero

It's just the router and now it.

1:7:6.900 --> 1:7:7.160

Keith Lloyd

OK.

1:7:2.240 --> 1:7:7.430

Robert Ruggiero

Now it has managed LAN switch associated with it, so that's \$80.00 umm.

1:7:7.610 --> 1:7:15.20

Robert Ruggiero

So between now and whenever the new catalog releases, the router is free, so the router is 0.

1:7:15.960 --> 1:7:18.30

Keith Lloyd

OK, gotcha. OK.

1:7:17.440 --> 1:7:22.380

Robert Ruggiero

So in in theory you can go out to the customer and I'm gonna kick myself for saying this.

1:7:22.390 --> 1:7:24.30

Robert Ruggiero

But I know you're gonna know you're gonna do this.

1:7:24.40 --> 1:7:26.770

Robert Ruggiero

And I'm not gonna Ding you for doing this.

1:7:26.840 --> 1:7:32.940

Robert Ruggiero

If you walked out to a customer tomorrow and it was a, it was a, you know, flex Internet customer.

1:7:32.950 --> 1:7:35.200

Robert Ruggiero

And they said, Keith, I need a router.

1:7:36.170 --> 1:7:39.510

Robert Ruggiero

Your answer could be I can get you a router, you just need to buy.

1:7:40.490 --> 1:7:46.270

Robert Ruggiero

I just need your voice service, so I'm hosted voice with the managed land router comes along with it.

1:7:46.280 --> 1:7:49.90

Robert Ruggiero

You can use it for the switch and you can use it as a router for Internet.

1:7:54.120 --> 1:7:56.430

Robert Ruggiero

Nope, I didn't complexity.

1:7:55.540 --> 1:8:0.110

Keith Lloyd

So now you're saying that you have to have a voice product in order to get the managed LAN.

1:8:1.360 --> 1:8:4.770

Robert Ruggiero

You need to manage last switch that comes with a router.

1:8:8.400 --> 1:8:8.640

Keith Lloyd

OK.

1:8:6.220 --> 1:8:9.490

Robert Ruggiero

I don't care what they what you sell it for, you can sell it for anything.

1:8:18.700 --> 1:8:18.900

Keith Lloyd

OK.

1:8:9.970 --> 1:8:20.910

Robert Ruggiero

If the customer doesn't have any services whatsoever and you just want to actually sell them managed land so that that they have a switch within their network that they want to manage print service on, you can do that.

1:8:21.630 --> 1:8:22.310

Keith Lloyd

OK, great.



1:8:22.270 --> 1:8:38.730

Robert Ruggiero

I I I guess my my thought process here is that in many cases when you're talking to customers, if that voice conversation comes up and their voice conversation includes hosted, it's gonna require and managed last switch.

1:8:46.330 --> 1:8:48.420

Andrew Taylor

And what is managed land enterprise?

1:8:50.380 --> 1:8:54.930

Robert Ruggiero

Ohh managed Land Air Prize is over here.

1:8:56.680 --> 1:8:57.430

Robert Ruggiero

Good subway.

1:8:57.500 --> 1:9:4.40

Robert Ruggiero

It actually supports 24 connected devices and I'll I'll get to the the visualization and a second it is a scene functionality.

1:9:4.50 --> 1:9:5.70

Robert Ruggiero

It's just a larger switch.

1:9:8.930 --> 1:9:10.970

Andrew Taylor

OK, how many ports is the regular manual switch?

1:9:11.940 --> 1:9:15.50

Robert Ruggiero

It is a, so it's an 8 port or 24 port.

1:9:21.490 --> 1:9:24.530

Rusty Bunton

Is that expandable Bob from 24?

1:9:26.250 --> 1:9:29.730

Robert Ruggiero

Umm, you can sell as many colonies as you want.

1:9:29.740 --> 1:9:39.960

Robert Ruggiero

I mean generally a 24 port switch is is you know for most of cases is going to be the first one you're gonna put out there and people will pull multiple switches within their within their network.

1:9:41.580 --> 1:9:43.150

Robert Ruggiero

You can sell multiples of them.

1:9:43.300 --> 1:9:44.920

Robert Ruggiero

I'm very, you know.

1:9:46.110 --> 1:9:56.740

Robert Ruggiero

Umm, but I I think as you get into the land design of the heaven, that good conversation with them with the customer on you know how many switches they have the currently or what their ideal switch placement looks like.

1:9:56.870 --> 1:10:1.530

Robert Ruggiero

A great conversation to have and to to drag your Essie into that conversation.

1:10:2.750 --> 1:10:4.90

Rusty Bunton

In the Knox support test.

1:10:5.960 --> 1:10:12.340

Robert Ruggiero

Yes, everybody can support it because you guys any more questions?

1:10:12.350 --> 1:10:12.970

Robert Ruggiero

The technical stuff.

1:10:12.980 --> 1:10:14.530

Robert Ruggiero

I'll show you the really cool the second.

1:10:14.580 --> 1:10:15.700

Robert Ruggiero

Really, really cool thing here.

1:10:16.470 --> 1:10:16.770

Jorge Barrera

Yes.

1:10:17.920 --> 1:10:18.130

Robert Ruggiero

Yep.

1:10:16.780 --> 1:10:27.180

Jorge Barrera

Question with these are we going to provide with the I mean the sign for the bill lens segregated traffic in a metropolitan network, for example?

1:10:31.220 --> 1:10:36.510

Robert Ruggiero

So these are E land switches, not land switches.

1:10:37.900 --> 1:10:38.280

Jorge Barrera

OK.

1:10:41.600 --> 1:10:41.870

Jorge Barrera

So.

1:10:37.610 --> 1:10:43.70

Robert Ruggiero

So Yep, we will, yeah.

1:10:50.40 --> 1:10:50.530

Keith Lloyd

OK, Bob.

1:10:51.250 --> 1:10:51.880

Jorge Barrera

You'll no.

1:10:51.950 --> 1:10:57.930

Jorge Barrera

Are we going to also work with the IP schemes and and provide the the internal IP's and?

1:11:2.620 --> 1:11:2.780

Robert Ruggiero

Yeah.

1:11:2.380 --> 1:11:3.770

Keith Lloyd

Bob, go to your other slide.

1:11:3.780 --> 1:11:4.750

Keith Lloyd

You just had up there.

1:11:4.760 --> 1:11:6.590

Keith Lloyd

It discusses the Vlans and stuff.

1:11:6.600 --> 1:11:7.470

Keith Lloyd

Go to your other slide.

1:11:7.480 --> 1:11:8.280

Keith Lloyd

You just had up there.

1:11:8.290 --> 1:11:8.620

Keith Lloyd

There you go.

1:11:8.500 --> 1:11:9.30

Robert Ruggiero

This one here.

1:11:9.560 --> 1:11:10.360

Grant Sullivan

Yeah, it's, it's.

1:11:10.460 --> 1:11:17.490

Grant Sullivan

Local network VLAN management yes, and IP address management and all that kind of stuff within the current LAN, not Wan.

1:11:22.880 --> 1:11:23.90

Robert Ruggiero

Umm.

1:11:20.400 --> 1:11:24.500

Keith Lloyd

It run DHCP forum, he'll give static IP addresses.

1:11:24.510 --> 1:11:28.0

Keith Lloyd

You can build your 10.10 addresses, those kind of things.

1:11:28.70 --> 1:11:30.270

Keith Lloyd

For that, they'll need to do OK.

1:11:31.540 --> 1:11:31.850

Jorge Barrera

OK.

1:11:31.860 --> 1:11:32.180

Jorge Barrera

Thank you.

1:11:32.960 --> 1:11:39.320

Robert Ruggiero

Yep, so there was I and I I didn't want to do the odds chart on this but to but it's a good.

1:11:39.370 --> 1:11:50.980

Robert Ruggiero

It's good that you brought up the the part of the two pager that that we the two page that we produce from a marketing standpoint, it actually shows you supported configurations on page 2.

1:11:51.550 --> 1:11:53.180

Robert Ruggiero

So I'll give you some insight there.

1:11:53.590 --> 1:11:56.30

Robert Ruggiero

There's also some other technical information.

1:11:56.40 --> 1:11:56.580

Robert Ruggiero

They'll give.

1:11:56.590 --> 1:12:5.120

Robert Ruggiero

Make sure you get your hands on from a spec viewpoint so you have more intimate details on what we can and can't support from a configuration standpoint.

1:12:5.420 --> 1:12:6.680

Robert Ruggiero

So did one of the hide it from you.

1:12:6.690 --> 1:12:15.800

Robert Ruggiero

But I also didn't want to drag everybody down in the weeds of the limited time limited time behalf, so hopefully that answers questions I'll get to the cool part.

1:12:15.810 --> 1:12:19.490

Robert Ruggiero

This is the this is one of the more cooler pieces out there.

1:12:20.570 --> 1:12:25.120

Robert Ruggiero

So when was the last time you actually saw a personalized portal view that conterra provided to customers?

1:12:25.160 --> 1:12:31.790

Robert Ruggiero

So they can get understanding of their their switch and router health before we know have we only people say never.

1:12:32.980 --> 1:12:33.400

Rusty Wilson

Never.

1:12:36.320 --> 1:12:42.250

Robert Ruggiero

Alright, so this is what I think is a pretty cool part about this with managed land.

1:12:42.260 --> 1:12:47.850

Robert Ruggiero

Customers will be getting a personalized portal view, so I wish I had a bigger screen on this.

1:12:47.860 --> 1:12:59.890

Robert Ruggiero

We will spend a lot more time in the coming months of like, you know what this portal view looks like because it's I think it's a huge benefit for a customer perspective, but they're going to go in there, be able to take a look at their managed land switches.

1:13:0.100 --> 1:13:2.220

Robert Ruggiero

They'll actually even be able to look at their managed router.

1:13:2.630 --> 1:13:6.380

Robert Ruggiero

So because we're pulling router in there, they can look at the managed router.

1:13:6.610 --> 1:13:8.730

Robert Ruggiero

They can look at things that are attached to the man's router.

1:13:9.780 --> 1:13:10.50

Robert Ruggiero

OK.

1:13:10.60 --> 1:13:28.570

Robert Ruggiero

So they'll be able to look at if you sold them wireless failover, they can look at the wireless failover and they can get a good understanding of what that health looks like, what the traffic flow looks like, they can go in there and they can do similar some things in a limited functionality to actually make changes without actually coming to us and asking us for it.

1:13:29.460 --> 1:13:31.780

Robert Ruggiero

Umm this is a customer facing view.

1:13:33.110 --> 1:13:37.20

Robert Ruggiero

They get to view real time performance stats.

1:13:37.900 --> 1:13:45.360

Robert Ruggiero

They can project future trends out of this portal this dashboard so they can view device health and historic reporting.

1:13:45.450 --> 1:13:49.840

Robert Ruggiero

They can actually schedule reports to drop to them on a weekly or monthly basis.

1:13:49.850 --> 1:13:54.60

Robert Ruggiero

They can schedule alerts that something happens and they want an alert to go to them.

1:13:54.60 --> 1:13:58.960

Robert Ruggiero

As they're the IT manager, so this is a customer facing view and I probably did.

1:13:59.0 --> 1:14:7.310

Robert Ruggiero

I didn't do it justice on making this exciting enough, but hopefully this is a welcome, you know, piece of information for you guys.

1:14:13.830 --> 1:14:17.810

Rusty Wilson

So well, this is required if they have hosted voice.

1:14:20.750 --> 1:14:20.910

Robert Ruggiero

Yes.

1:14:21.50 --> 1:14:21.591

Rusty Wilson

This is E.

1:14:24.290 --> 1:14:24.940

Rusty Wilson

OK, I'm.

1:14:24.950 --> 1:14:32.570

Rusty Wilson

I'm just getting concerned with with the mom and pop shops that we're we're throwing always requirements and more cost on them.

1:14:32.980 --> 1:14:37.370

Rusty Wilson

Ohh so it's not optional, it's mandatory.

1:14:37.580 --> 1:14:45.340

Robert Ruggiero

But yeah, I mean today, today we don't we I mean we don't put we don't put the phones in anywhere without us without a switch.

1:14:46.730 --> 1:14:48.390

Robert Ruggiero

So there's there's no difference there.

1:14:48.400 --> 1:14:55.670

Robert Ruggiero

It's just that you we're providing a benefit from a from a managed managed which perspective?

1:14:54.790 --> 1:14:56.710

Rusty Wilson

You should you tell me.

1:14:56.110 --> 1:14:58.10

Andrew Ellender

But the point should be that we're.

1:14:56.720 --> 1:14:58.830

Rusty Wilson

There's no, there's no difference.

1:14:58.900 --> 1:15:1.300

Rusty Wilson

There's no difference in cost to them is that we're trying.

1:15:1.310 --> 1:15:1.970

Rusty Wilson

Is that what you're saying?

1:15:3.850 --> 1:15:4.590

Robert Ruggiero

Different groups.

1:15:1.470 --> 1:15:4.970

Andrew Ellender

Yes, there is a difference in cost rusting.

1:15:5.850 --> 1:15:6.170

Rusty Wilson

OK.

1:15:6.890 --> 1:15:8.500

Rusty Wilson

Yeah, well, that's that's my understanding.

1:15:9.560 --> 1:15:9.830

Robert Ruggiero

Umm.

1:15:8.510 --> 1:15:19.320

Rusty Wilson



But we're saying there's no difference to them when we're, you know, there is a custom a large percent of our market is uh ruling anyway, whatever.

1:15:19.370 --> 1:15:20.550

Rusty Wilson

I just wanted to make sure I had that clear.

1:15:21.180 --> 1:15:21.810

Robert Ruggiero

Yeah, yeah.

1:15:21.820 --> 1:15:30.590

Robert Ruggiero

I mean and and again a lot of those, I mean if you think of it this way, you can we can, you know, spend some more time from you know getting to understand what a what a land looks like.

1:15:31.80 --> 1:15:41.520

Robert Ruggiero

But you know, unless you are just running a the laptop and no other computers connected at your business, right, you need to have.

1:15:41.650 --> 1:15:48.910

Robert Ruggiero

You will need to have a switch or hub if you have multiple compute device connect to each other to get bandwidth.

1:15:49.890 --> 1:16:7.140

Robert Ruggiero

It's you can't run without that, so you know there's benefits there because that mom and pop either they're probably not experts in managing switches and they may have to outsource that to somebody within the community to do it for them.

1:16:7.150 --> 1:16:10.360

Robert Ruggiero

That charges 100 and dollars an hour \$150.00 an hour.

1:16:10.730 --> 1:16:12.70

Robert Ruggiero

So there are some benefits there.

1:16:25.900 --> 1:16:26.100

Maribel Mendez

Also.

1:16:12.80 --> 1:16:28.230

Robert Ruggiero

I agree that this additional cost at a monthly recurring basis, but it does provide some benefit to the customer where it's kind of something that can offload, you know to another organization and not have to focus on managing those pieces of their land.

1:16:31.420 --> 1:16:31.650

Maribel Mendez

There's.

1:16:28.500 --> 1:16:36.860

Robert Ruggiero

So, and he and any other questions I know I'm burning up a lot of time here, but I did think this is a pretty.

1:16:37.740 --> 1:16:38.140

Maribel Mendez

There is.

1:16:37.700 --> 1:16:38.190

Maribel Mendez

It is.

1:16:36.990 --> 1:16:39.550

Andrew Taylor

And these are 1 gig, 10 gig or.

1:16:39.210 --> 1:16:47.20

Maribel Mendez

There is usually an out of pocket cost for a router for a customer if they have to manage it themselves.

1:16:47.30 --> 1:16:49.380

Maribel Mendez

So this is something that they're not gonna pay out of pocket anymore.

1:16:39.130 --> 1:16:51.40

Maribel Mendez

There is usually an out of pocket cost for a router for a customer if they have to manage it themselves, so this is something that they're Robertson.

1:16:50.270 --> 1:16:51.220

Maribel Mendez

The router or the switch?

1:16:55.610 --> 1:16:57.450

Speaker 1

I couldn't understand that it was kind of.

1:16:57.280 --> 1:16:58.620

Robert Ruggiero

Yeah, you're you're echoing.

1:17:1.200 --> 1:17:1.800

Maribel Mendez

Can you hear me OK?

1:17:4.380 --> 1:17:4.540

Maribel Mendez

Hello.

1:17:4.760 --> 1:17:5.250

Speaker 1

Keep talking.

1:17:6.900 --> 1:17:8.50

Andrew Ellender

It's it's a little better now.

1:17:14.350 --> 1:17:15.0

Andrew Ellender

We can hear you.

1:17:15.530 --> 1:17:16.320

Robert Ruggiero

Yes, we can.

1:17:16.680 --> 1:17:17.490

Robert Ruggiero

Well, we we used it.

1:17:23.940 --> 1:17:24.840

Andrew Taylor

I'd wanted to ask.

1:17:24.880 --> 1:17:25.90

Robert Ruggiero

No.

1:17:23.470 --> 1:17:25.330

Speaker 1

If you're talking now, we can't hear you.

1:17:26.10 --> 1:17:26.170

Robert Ruggiero

Yeah.

1:17:30.520 --> 1:17:34.170

Andrew Taylor

Are these one gig switches or are they capable of going higher?

1:17:35.790 --> 1:17:37.240

Robert Ruggiero

They are capable of going higher.

1:17:38.690 --> 1:17:46.570

Robert Ruggiero

When I'm gonna try and share with you now is E I'll show you where it sits in CPQ.

1:17:53.510 --> 1:17:58.80

Robert Ruggiero

So again it for lack of better place to putting it sits under hosted voice.

1:18:0.710 --> 1:18:6.630

Robert Ruggiero

Because it's generally required when you sell a hosted seat, you can't sell it.

1:18:6.640 --> 1:18:18.510

Robert Ruggiero

Stand alone if you want to by going to 1 voice hosted bundle going to edge and selecting either enterprise for managed land business.

1:18:20.720 --> 1:18:23.620

Robert Ruggiero

So hopefully that was E it's an easy way to get to it.

1:18:25.740 --> 1:18:31.670

Robert Ruggiero

I'll go ahead and select both of these things just to show you that I've saved it and it's not going to require that you put a voice line on it.

1:18:33.460 --> 1:18:35.220

Robert Ruggiero

Ohh, maybe it is started.

1:18:35.720 --> 1:18:36.890

Robert Ruggiero

Ah sorry.

1:18:40.710 --> 1:18:41.0

Robert Ruggiero

I feel.

1:18:41.210 --> 1:18:45.360

Speaker 1

Bob, we're we're seeing that CPQ product selection slide.

1:18:45.370 --> 1:18:46.810

Speaker 1

If you're showing it in Salesforce.

1:18:45.40 --> 1:18:48.250

Robert Ruggiero

Ohh E The that's why.

1:18:48.260 --> 1:18:49.670

Robert Ruggiero

OK, so let me cancel this then.

1:18:50.80 --> 1:18:50.910

Robert Ruggiero

Thank you tashia.

1:18:51.80 --> 1:18:52.750

Robert Ruggiero

I was too many screens up and running.

1:18:52.800 --> 1:18:53.400

Robert Ruggiero

Apologize for that.

1:18:53.950 --> 1:18:54.430

Speaker 1

No problem.

1:18:55.280 --> 1:18:57.970

Robert Ruggiero

So OK, cancel this to show you exactly where it is.

1:18:57.980 --> 1:18:59.310

Robert Ruggiero

This is a CPQ quote.

1:18:59.320 --> 1:19:7.410

Robert Ruggiero

I'm going to go into the new catalog in his selected 1 voice hosted because that's generally where you're going to be associated with it.

1:19:7.420 --> 1:19:8.90

Robert Ruggiero

So hosted seat.

1:19:8.100 --> 1:19:10.570

Robert Ruggiero

You're gonna have to have a man's land product.

1:19:10.700 --> 1:19:11.560

Robert Ruggiero

So I want to select it.

1:19:14.270 --> 1:19:14.530

Robert Ruggiero

Right.

1:19:15.920 --> 1:19:18.130

Robert Ruggiero

So you will find manage layouts.

1:19:18.140 --> 1:19:19.381

Robert Ruggiero

Say I'm gonna do a E.

1:19:23.360 --> 1:19:25.370

Robert Ruggiero

Doesn't really make what different seed to this right?

1:19:25.380 --> 1:19:28.970

Robert Ruggiero

And then do that, I'm going to have a phone. Right?

1:19:29.710 --> 1:19:31.820

Robert Ruggiero

And then I'm going to go to Edge and I'm gonna fly.

1:19:31.830 --> 1:19:36.720

Robert Ruggiero

Manage land, so I'm go ahead and select either one of these things.

1:19:39.320 --> 1:19:39.540

Robert Ruggiero

Then.

1:19:41.880 --> 1:19:46.0

Robert Ruggiero

When it's done thinking in return back OK.

1:19:50.120 --> 1:19:53.180

Robert Ruggiero

Here and you will see a man's land business, man's land enterprise.

1:19:55.580 --> 1:20:5.230

Robert Ruggiero

So what is available for you guys to select thing and see if PQ again it'll show up as 1575 E It will come for a limited time with the manager router.

1:20:5.240 --> 1:20:7.370

Robert Ruggiero

So that's a four to gate of 40F.

1:20:7.380 --> 1:20:12.730

Robert Ruggiero

It's gonna come with umm SO1 router per location that one router per switch.

1:20:12.740 --> 1:20:14.250

Robert Ruggiero

As you guys know, the customer may.

1:20:15.870 --> 1:20:24.380

Robert Ruggiero

Have the need for multiple switches LAN switches within their building, but they will connect to a single router.

1:20:24.390 --> 1:20:31.470

Robert Ruggiero

SO1 router per location it will come with so.

1:20:34.950 --> 1:20:36.380

Robert Ruggiero

I'll back up a second.

1:20:36.890 --> 1:20:41.630

Robert Ruggiero

So before we jump off to the next bucket of fun, any questions?

1:20:51.40 --> 1:20:51.680

Robert Ruggiero

Beautiful.

1:20:51.740 --> 1:20:52.190

Robert Ruggiero

Cool.

1:20:52.290 --> 1:21:31.690

Robert Ruggiero

Umm, so you know once again when we went to the beginning of this whole thing, there was A and we'll provide the copy this presentation, the Flyers great, the the White Papers, really good piece information for you to kind of read and get an understanding of when the supplies how this applies what the benefits are to it customers from an IT standpoint and your SE's are awesome awesome resources they will be able to help you have this discussion with the customers and put it a little bit more into perspective if needed and so please rely on your resses they are they a great crutch when it comes to managed land services.

1:21:31.740 --> 1:21:40.550

Robert Ruggiero

So with that said, I have one more one teaser thing to drop out for you guys.

1:21:47.610 --> 1:22:8.380

Robert Ruggiero

So E we're going to do a little bit of audience participation on this one and to get it just a general understanding from so, who's familiar with what Adidas attack is and and how it impacts and customers.

1:22:9.560 --> 1:22:16.90

Robert Ruggiero

So I just want to get a feel for how deep into the details I need to get or how high level I could stay.

1:22:19.290 --> 1:22:26.640

Rusty Wilson

Just what I understand it, it's something that some hacker, whatever it's floods, floods your network, makes it unavailable.

1:22:26.650 --> 1:22:29.20

Rusty Wilson

Is that accurate?

1:22:29.800 --> 1:22:31.70

Robert Ruggiero

That's generally accurate.

1:22:31.300 --> 1:22:36.180

Robert Ruggiero

So today we don't have and today we don't do this for custom.

1:22:36.190 --> 1:22:46.720

Robert Ruggiero

We don't sell this as a service to customers, so today's world, if somebody does it, distribute diesel service attacker.

1:22:46.730 --> 1:22:56.710

Robert Ruggiero

If you'd ask attack, basically they go out there and they're taking a whole bunch of bots and they're saying let's see how much traffic we can send to Rusty's website.

1:22:56.860 --> 1:23:5.120

Robert Ruggiero

Or Rusty server with the intention of just making it unavailable so they're doing something malicious to make it unavailable so they are flooding that.

1:23:6.220 --> 1:23:11.90

Robert Ruggiero

So today's world, our customers still are susceptible to DOS attacks, right?

1:23:11.760 --> 1:23:16.130

Robert Ruggiero

So we do stuff to protect our network, but we don't do stuff to protect our customers.

1:23:18.420 --> 1:23:24.220

Robert Ruggiero

So it's basically a threat to service availability on business continuity.



1:23:24.270 --> 1:23:35.750

Robert Ruggiero

It will impact their brand reputation because if you were site or service go down and you're and you're trying to sell things to the outside world, it really looks bad from an organizational standpoint.

1:23:35.840 --> 1:23:38.770

Robert Ruggiero

It's also them some impact from security view.

1:23:39.320 --> 1:23:42.500

Robert Ruggiero

So do you Doss texts are out there all over the place.

1:23:44.60 --> 1:23:58.760

Robert Ruggiero

And what we're doing with this new solution is we are providing managed DDoS that would mitigation, MSD loss protection as a service, right.

1:23:58.940 --> 1:24:9.350

Robert Ruggiero

So this is something that we can provide to any customer who is a conterra Internet customer and I'll get into the details of what the impact is from a monetary standpoint in a second.

1:24:9.720 --> 1:24:13.50

Robert Ruggiero

But basically what we're doing is we're doing Deepak inspection at the edge.

1:24:13.620 --> 1:24:18.70

Robert Ruggiero

So we're so it's a very quick time for to mitigate service.

1:24:18.80 --> 1:24:18.630

Robert Ruggiero

So did U.S.

1:24:18.640 --> 1:24:22.550

Robert Ruggiero

Tax happens, we can mitigate service from that particular customer.

1:24:23.120 --> 1:24:28.990

Robert Ruggiero

We have a live Dudas tech monitoring dashboards and we'll there's a little picture on the left hand side.

1:24:29.0 --> 1:24:29.490

Robert Ruggiero

I'm not going to.

1:24:29.500 --> 1:24:33.990

Robert Ruggiero

I don't think I'm going to go into the gory details of what it looks like right now.

1:24:34.0 --> 1:24:45.450

Robert Ruggiero

We'll do that later on, but there is a dashboard customers can actually see and they can see whether there's a DDoS attack and they could, they could see what's happening and what IPS is the address ranges.

1:24:45.460 --> 1:24:50.870

Robert Ruggiero

It's actually impacting umm so it is a live dashboard.

1:24:50.880 --> 1:24:57.600

Robert Ruggiero

They're gonna be able to see to provide historical DDoS attack reporting, and then there's automated event alerts.

1:24:57.610 --> 1:25:11.990

Robert Ruggiero

So if the customer wants to know, uh, you know, every time that their network is, there's a details tech it's associated or from on their network and they want to know that even though we're mitigating it, we can act, they can actually set up alerts.

1:25:12.330 --> 1:25:16.40

Robert Ruggiero

Umm to to get that information right?

1:25:16.50 --> 1:25:18.800

Robert Ruggiero

So this is all on a wonderful little new dashboard.

1:25:19.450 --> 1:25:44.210

Robert Ruggiero

It does remove all DDoS traffic from destined for the network, reroutes it through Security Service, and basically, well, I say a top notch, you know, DDoS mitigation and umm platform, so does the Super high level, we'll get into a lot of details from a D Dos education perspective it in the next few weeks.

1:25:44.220 --> 1:25:50.630

Robert Ruggiero

But I want to at least give you a high level understanding what details tech is and what a CONTERRA managed details service is.

1:25:50.720 --> 1:25:57.870

Robert Ruggiero

So before I move on to the impact portion, is there, is there any questions on this?

1:26:4.10 --> 1:26:6.220

Tracy Vincent

Bob does this slow down the system very much.

1:26:4.430 --> 1:26:6.890

Jorge Barrera

He has work question, yeah.

1:26:6.310 --> 1:26:7.310

Tracy Vincent

The legacy you have it.

1:26:8.680 --> 1:26:9.70

Robert Ruggiero

It was.

1:26:9.80 --> 1:26:11.430

Robert Ruggiero

This is something that's gonna be integrated into our network.

1:26:11.440 --> 1:26:13.380

Robert Ruggiero

It's not gonna say there is no slowdown.

1:26:13.800 --> 1:26:15.170

Robert Ruggiero

I'm you.

1:26:15.220 --> 1:26:16.620

Robert Ruggiero

You will not notice a slowdown at all.

1:26:18.50 --> 1:26:21.440

Robert Ruggiero

Umm, it is matter of fact customers that actually do have this.

1:26:21.450 --> 1:26:23.880

Robert Ruggiero

What will notice an increase in bandwidth speech?

1:26:24.50 --> 1:26:29.220

Robert Ruggiero

Because we are taking malicious traffic and we're and we're isolating that.

1:26:29.840 --> 1:26:33.400

Robert Ruggiero

And they're not going to be consuming any malicious traffic.

1:26:35.190 --> 1:26:35.530

Tracy Vincent

Thank you.

1:26:36.90 --> 1:26:36.270

Robert Ruggiero

Yep.

1:26:37.550 --> 1:26:45.640

Jorge Barrera

Now the remediation is going to happen after the attack is occurring or is going to be actively scrubbing the IP's.

1:26:45.650 --> 1:26:48.250

Jorge Barrera

'S I packages all the time.

1:26:47.230 --> 1:26:52.330

Robert Ruggiero

Uh, it it is actively scrubbing traffic, so they're active scrubbers.

1:26:55.110 --> 1:26:56.80

Robert Ruggiero

Which is being mean.

1:26:56.150 --> 1:27:3.800

Robert Ruggiero

It's part of the reason why we we had we put it so close to our Internet peering points because we didn't want it to transverse network.

1:27:3.850 --> 1:27:11.160

Robert Ruggiero

So if some point we get into the more details, we'll get some design documents on how exactly that flow looks like from a network perspective.

1:27:11.450 --> 1:27:12.880

Robert Ruggiero

Also, you know great information.

1:27:12.890 --> 1:27:17.40

Robert Ruggiero

It'll be included in in in the in the one pagers.

1:27:17.630 --> 1:27:42.600

Robert Ruggiero

The reason that this is such high level today is because this is a this is a September offering, but the way that we're we're moving towards the product solution we have to we have to sub really some messaging today to existing base and then get in getting you guys up to speed on what it is.

1:27:42.610 --> 1:27:44.20

Robert Ruggiero

So we can start selling it.

1:27:44.430 --> 1:27:53.200

Robert Ruggiero

It'll be available in September time frame with some more detailed information from a white paper and in products look perspective.

1:27:55.190 --> 1:27:58.50

Jorge Barrera

Are we doing it right now for our clients or not?

1:28:0.70 --> 1:28:3.60

Robert Ruggiero

Umm, that's a loaded question.

1:28:3.70 --> 1:28:10.740

Robert Ruggiero

So if you think about what we're doing from a DDoS protection standpoint, basically we're black hole in the traffic.

1:28:11.340 --> 1:28:14.950

Robert Ruggiero

Umm I as a purist would not consider that DDoS protection.

1:28:15.800 --> 1:28:20.380

Robert Ruggiero

We're not doing stroke, scrubbing and mitigation, so there is a level of protection out there.

1:28:21.0 --> 1:28:25.30

Robert Ruggiero

This is a very high level of protection that we're providing our customers.

1:28:25.40 --> 1:28:33.800

Robert Ruggiero

So there's a big difference and you'll see that we're, you know ones, quote unquote free and the other one has a price tag associated with it.

1:28:34.0 --> 1:28:36.260

Robert Ruggiero

But it's like night and day.

1:28:41.830 --> 1:28:42.320

Robert Ruggiero

Gotcha.

1:28:42.380 --> 1:28:48.510

Robert Ruggiero

Alright, so this is more of an awareness thing from you guys perspective.

1:28:48.520 --> 1:28:51.130

Robert Ruggiero

Again, new logo service.

1:28:51.140 --> 1:28:54.240

Robert Ruggiero

We're gonna target August 2023 as availability.

1:28:54.380 --> 1:29:5.930

Robert Ruggiero

So when we actually get to the August 232332023 availability section, can't speak today on his tied, we'll have a lot more details from a white paper spective.

1:29:6.0 --> 1:29:16.220

Robert Ruggiero

We'll have we'll spend a lot more time doing some training, but the way this thing is working currently is that we're putting this in our network, you know, with a September target date.

1:29:17.70 --> 1:29:21.270

Robert Ruggiero

And this is something that our enterprise customers are going to be receiving.

1:29:21.280 --> 1:29:30.270

Robert Ruggiero

So existing enterprise customers going to be receiving this, I'll for the for the benefit of the folks that are on the call that are not enterprise.

1:29:30.910 --> 1:29:37.390

Robert Ruggiero

Umm, this is something that's not going to be applied directly to education or government.

1:29:37.900 --> 1:29:56.710

Robert Ruggiero

It is something that we can actually sell to them as a separate solution, but for enterprise customers, if you're an asymmetric learning Internet customer on the enterprise side, it is a Doss protects surcharge that will be added to that customer circuit at \$15 per month.

1:29:57.550 --> 1:30:3.370

Robert Ruggiero

So umm, high level customers buying something that looks and feels like asymmetrical.

1:30:4.250 --> 1:30:7.360

Robert Ruggiero

I'll remove we have called that in the legacy pass from legacy catalogs.

1:30:7.810 --> 1:30:21.130

Robert Ruggiero

If it's not a symmetrical bandwidth customer flex or whatever \$15 month surcharge, if there is symmetrical Internet customer then DDoS protected is applied to those customers at \$40 per month surcharge.

1:30:22.110 --> 1:30:26.280

Robert Ruggiero

So there is a there is a there's an opt out for existing customers.

1:30:26.290 --> 1:30:43.490

Robert Ruggiero

We'll get to that screen in a second, but basically in the future I won't spend too much time on the pricing plans because that is a new catalog discussion, but it will be included in pricing plans on when the new catalog is released.

1:30:44.810 --> 1:30:46.440

Robert Ruggiero

So I did say a lot.

1:30:46.450 --> 1:30:57.280

Robert Ruggiero

I'm going to pause here because I know that there's probably any of you guys that are stored supporting existing customers may have questions that I don't want to.

1:30:57.860 --> 1:30:59.630

Robert Ruggiero

I don't want to gloss over your questions.

1:31:1.150 --> 1:31:4.420

Grant Sullivan

Yeah, before, before people get on here and start talking about it too.

1:31:4.430 --> 1:31:6.0

Grant Sullivan

I just want to make sure that everybody understands.

1:31:6.10 --> 1:31:15.370

Grant Sullivan

So we've got two months of a biller message going out, giving customers the ability to to call in and opt out.

1:31:15.380 --> 1:31:29.610

Grant Sullivan

So if they call you directly and they want to know about the service, you know it is an active DDoS mitigation product that we're putting into the network mining and I access considerable amount of capital to be able to do this for protection for all of our customers.

1:31:29.920 --> 1:31:33.570

Grant Sullivan

And but the customer decides that they don't want that.

1:31:34.40 --> 1:31:38.150

Grant Sullivan

They can opt out before the September 1st billing and matter of fact, they can opt out anytime.

1:31:38.380 --> 1:31:42.880

Grant Sullivan

They want to after that and we will take them off of that service.

1:31:44.590 --> 1:31:56.880

Grant Sullivan

But you know it's it's something that that we have seen, you know, an increase in in DDoS attacks and instead of, you know taking a customer and blackholing them and they lose their Internet service.

1:31:56.890 --> 1:32:1.300

Grant Sullivan

This is actively scrubbing it, saying the service through and it is a huge benefit to them.

1:32:4.70 --> 1:32:4.790

Grant Sullivan

They'll pause there.

1:32:14.230 --> 1:32:19.200

Keith Lloyd

So we are going to send something out to our existing customer base explaining what this is gonna be.

1:32:20.270 --> 1:32:21.980

Keith Lloyd

It's gonna be in their bill, basically.

1:32:24.290 --> 1:32:24.840

Robert Ruggiero

Absolutely.

1:32:25.740 --> 1:32:25.870

Keith Lloyd

Yeah.

1:32:24.850 --> 1:32:27.50

Robert Ruggiero

So the bill message is is going out.

1:32:27.130 --> 1:32:28.600

Robert Ruggiero

So what is the bill message here?



1:32:28.810 --> 1:32:34.180

Robert Ruggiero

It will point the customers to a a website for more detailed information.

1:32:34.190 --> 1:32:36.970

Robert Ruggiero

Obviously there's limited real estate on the bill message itself.

1:32:38.600 --> 1:32:39.820

Robert Ruggiero

So this is the website.

1:32:39.830 --> 1:32:50.220

Robert Ruggiero

Here we see if I get the window working correctly and we go that lake is live, we'll make sure you guys have a copy of it.

1:32:51.700 --> 1:33:2.770

Robert Ruggiero

It does a lot more detailed information than it was shown on the screen before, but it gives you a good explanation of what it is, why we're doing it and it gives instructions on what to do if you decide to opt out.

1:33:2.820 --> 1:33:6.370

Robert Ruggiero

So if you decide to opt out, they were going to call the support team.

1:33:6.380 --> 1:33:7.540

Robert Ruggiero

There's 800 number there.

1:33:8.960 --> 1:33:9.400

Robert Ruggiero

Umm.

1:33:10.930 --> 1:33:21.70

Robert Ruggiero

And the support team will be, you know, there will be asking the questions, which is basically helping them fill out this due to loss form.

1:33:21.80 --> 1:33:22.330

Robert Ruggiero

Hopefully this works as well.

1:33:22.640 --> 1:33:24.180

Robert Ruggiero

See how grip my links are right now?

1:33:25.200 --> 1:33:25.640

Robert Ruggiero

Umm.

1:33:26.90 --> 1:33:28.110

Robert Ruggiero

Limited information what they're looking for, right.

1:33:28.120 --> 1:33:28.890

Robert Ruggiero

Customer name.

1:33:28.900 --> 1:33:31.690

Robert Ruggiero

The account number, OK, customer needs to know their account number.

1:33:31.700 --> 1:33:32.170

Robert Ruggiero

Right.

1:33:32.960 --> 1:33:37.440

Robert Ruggiero

Who they are the date and then you know why they want to opt out.

1:33:37.690 --> 1:33:39.320

Robert Ruggiero

And that's really what they're looking for.

1:33:39.330 --> 1:33:51.960

Robert Ruggiero

So this is not this is not really a place for us to where to try and obviously convince them to stay, but we're not gonna be arguing with with them if they if they say I want to opt out so.

1:34:1.270 --> 1:34:1.640

Robert Ruggiero

Yeah.

1:33:54.990 --> 1:34:1.810

Keith Lloyd

Mark, I believe our contract states we have to give a 30 day notice to change any pricing to customer there from not mistaken.

1:34:1.650 --> 1:34:2.360

Robert Ruggiero

So this went.

1:34:2.410 --> 1:34:4.100

Robert Ruggiero

Yep, absolutely it does.

1:34:4.350 --> 1:34:8.400

Robert Ruggiero

This went this started going out the first invoice that went out was July 1st invoice.

1:34:8.410 --> 1:34:14.350

Robert Ruggiero

So we'll do it through July invoice and the August invoice and we expect to actually apply this in September invoice.

1:34:16.590 --> 1:34:18.360

Robert Ruggiero

So message will go out.

1:34:18.370 --> 1:34:20.470

Robert Ruggiero

Customers may or may not notice.

1:34:20.480 --> 1:34:30.100

Robert Ruggiero

They probably won't notice an impact on their invoice until at Lisa September time frame and even at that that increase is probably is less for the most part is less than 10%.

1:34:30.110 --> 1:34:33.990

Robert Ruggiero

So it may not actually draw their eye to the change at all.

1:34:42.540 --> 1:34:43.20

Robert Ruggiero

Correct.

1:34:43.430 --> 1:34:43.690

Robert Ruggiero

Correct.

1:34:38.140 --> 1:34:43.970

Keith Lloyd

So our D Dash product does not require a router at the edge, correct? OK.

1:34:44.760 --> 1:34:54.770

Robert Ruggiero

Umm, it will be something that you can actually it it at some point you know probably when we release new catalog it'll be it'll be something that you can add on to every single Internet.

1:34:56.690 --> 1:35:2.860

Robert Ruggiero

I'm service silt so any so every single Internet connection sold you can add add on to it DDoS protection.

1:35:3.740 --> 1:35:4.60

Keith Lloyd

OK.

1:35:4.70 --> 1:35:4.450

Keith Lloyd

Thank you.

1:35:4.550 --> 1:35:6.230

Joshua Moore

Well, this may be a billing question.

1:35:7.570 --> 1:35:8.200

Joshua Moore

Ohm.

1:35:9.20 --> 1:35:10.250

Joshua Moore

Is this gonna be?

1:35:10.300 --> 1:35:16.210

Joshua Moore

Is this gonna show up under the the regular and the regular section of the billing?

1:35:16.220 --> 1:35:18.870

Joshua Moore

Or is it going to be under like the taxes and fees, that kind of thing?

1:35:18.880 --> 1:35:20.210

Joshua Moore

Where will it be listed on the billing?

1:35:23.100 --> 1:35:24.70

Robert Ruggiero

That's a good question.

1:35:24.120 --> 1:35:33.300

Robert Ruggiero

I think my takeaway from this, Jeremy, is that is to make sure that you guys have a E visualization of what that mock or what that invoice looks like.

1:35:34.780 --> 1:35:40.370

Robert Ruggiero

I I don't wanna commit to an answer because I'm not 100% positive it is a surcharge though.

1:35:43.740 --> 1:35:44.630

Robert Ruggiero

But I'm all I'll.

1:35:44.680 --> 1:35:49.370

Robert Ruggiero

I'll get with billing team and see if we can post something about a A. You know what?

1:35:49.380 --> 1:35:50.990

Robert Ruggiero

The invoice might possibly look like.

1:35:59.380 --> 1:36:2.70

Andrew Taylor

For the premier Internet, OK, it's.

1:36:2.380 --> 1:36:5.10

Andrew Taylor

And this this is 40 bucks a month.

1:36:5.200 --> 1:36:8.110

Andrew Taylor

Doesn't matter if they're 100 man or 10 gig.

1:36:8.360 --> 1:36:9.320

Andrew Taylor

It's 40 bucks a month.

1:36:10.320 --> 1:36:10.910

Robert Ruggiero

Correct.

1:36:16.390 --> 1:36:17.521

Blake Gunn

And really get this E.

1:36:11.500 --> 1:36:22.210

Robert Ruggiero

I will tell you because you're you have a you have a history of selling larger circuits you you can get a lot more than \$40.00 for it 100% get a lot more to 40 bucks for it.

1:36:22.220 --> 1:36:31.590

Robert Ruggiero

So when you start talking about 1 gig and above circuits, try maximize your dollars because people think it's a huge benefit in \$40 is probably underselling it.

1:36:33.580 --> 1:36:34.250

Andrew Taylor

Correct.

1:36:34.370 --> 1:36:34.820

Andrew Taylor

Yeah.

1:36:33.570 --> 1:36:35.230

Todd Smith

But but isn't this is her charge.

1:36:35.90 --> 1:36:35.750

Andrew Taylor

It it, it isn't.

1:36:37.120 --> 1:36:37.590

Robert Ruggiero

When, when?

1:36:37.600 --> 1:36:41.190

Robert Ruggiero

When you get when you start selling from new catalog and it's a product that goes along with it.

1:36:44.440 --> 1:36:45.310

Robert Ruggiero

And look at these things.

1:36:49.600 --> 1:36:51.170

Andrew Taylor

And this will be per serving.

1:36:45.320 --> 1:36:52.210

Robert Ruggiero

But existing customers is a surcharge when you start selling this to new to new customers, it's a product.

1:36:55.840 --> 1:36:57.190

Andrew Taylor

Well it be per circuit.

1:36:57.980 --> 1:37:0.470

Robert Ruggiero

Yeah, E umm.

1:36:57.200 --> 1:37:10.420

Andrew Taylor

So for example, multilocation Maggie land, they got a primary circuit and have a secondary circuit, another location, and there needs to be to on the bill, one for each of the the BI's.

1:37:12.70 --> 1:37:12.410

Robert Ruggiero

Right.

1:37:12.420 --> 1:37:12.650

Robert Ruggiero

Yeah.

1:37:16.520 --> 1:37:16.940

Courtney Meadows

Hey, Bob.

1:37:12.660 --> 1:37:24.240

Robert Ruggiero

11 for each Internet circuit then you could probably you could probably just design it so that you can hang it back off of 1 problem Internet circuit multi locations and minimize that but that's a discussion to have with Russia.

1:37:27.70 --> 1:37:27.410

Rusty Bunton

Umm.

1:37:28.330 --> 1:37:28.630

Andrew Taylor

Ohh.

1:37:28.300 --> 1:37:31.720

Courtney Meadows

So when I renew a customer and it's already so it becomes a surcharge.

1:37:31.730 --> 1:37:36.210

Courtney Meadows

When you first add it, but then I renew them, it's then going to be moved to an actual product.

1:37:36.620 --> 1:37:37.260

Courtney Meadows

Is what you're saying?

1:37:38.520 --> 1:37:40.150

Robert Ruggiero

Yes, it will.

1:37:40.270 --> 1:37:40.510

Courtney Meadows

OK.

1:37:40.560 --> 1:37:46.860

Robert Ruggiero

I think we we need to have a broader discussion about Max Courtney at some point in time because I think it impacts you get more than most other people.

1:37:48.250 --> 1:37:54.880

Robert Ruggiero

But when you do renew it, if you're you'll be renewing on the new catalog and it would turn from a surcharge to A to A to a regular charge.

1:37:56.120 --> 1:37:56.470

Courtney Meadows

OK.

1:37:56.560 --> 1:37:56.960

Courtney Meadows

Thank you.

1:38:1.150 --> 1:38:4.630

Rusty Wilson

To all this additional revenue that retires our quota, right?

1:38:10.540 --> 1:38:11.170

Robert Ruggiero

Ohh boy.

1:38:11.670 --> 1:38:12.180

Rusty Wilson

Yeah, I try.

1:38:11.940 --> 1:38:13.90

Rusty Bunton

I don't know why he's laughing.

1:38:16.500 --> 1:38:35.260

Robert Ruggiero

It can make it easier for you to retire your quote because looking this way you can sell managed land and you can you know that that's this no revenue that you can get on to an account to help retire your quota and it provides a benefit and at some point you'll be able to sell you know managed Doss as a as a separate line item which is another easy way to help retire your your quota.

1:38:35.310 --> 1:38:38.560

Robert Ruggiero

So just looking out for your rusty.

1:38:37.630 --> 1:38:49.820

Speaker 2

So Bob, are you saying we're gonna build these customers this automatically and they have to be upset and call us to get it taken off?

1:38:50.170 --> 1:38:51.790

Speaker 2

I think maybe I'm misunderstanding.

1:38:53.440 --> 1:38:54.250

Robert Ruggiero

I think you nailed it.



1:38:54.260 --> 1:38:58.470

Robert Ruggiero

You you were you're you're probably not as soft as I put it.

1:38:58.480 --> 1:38:59.630

Robert Ruggiero

But yeah, that's that's about right.

1:39:1.270 --> 1:39:7.740

Robert Ruggiero

We will build them automatically on the beginning of their September invoice and they have the ability to opt out or call in and say I don't want it.

1:39:8.630 --> 1:39:8.900

Robert Ruggiero

Umm.

1:39:8.910 --> 1:39:9.580

Robert Ruggiero

And then we will.

1:39:8.770 --> 1:39:20.150

Speaker 2

Is there any way we could proactively get a list of the people this will impact and call them and try to get them to either agree or opt out before?

1:39:24.400 --> 1:39:26.570

Robert Ruggiero

I mean the song we can look into.

1:39:26.820 --> 1:39:31.670

Robert Ruggiero

I mean, think of it this way, I would say that 95% of our customers are Internet customers.

1:39:32.910 --> 1:39:44.160

Robert Ruggiero

So you would be calling a lot of customers within your markets and to talk to them about emotions that aren't, umm, specifically geared to adding revenue to the Conterra bottom line.

1:39:46.270 --> 1:39:57.330

Robert Ruggiero

So I I think the most efficient way of doing it would be to continue with, umm the E you umm you know, build message and reaction every stance.

1:39:57.760 --> 1:40:4.880

Robert Ruggiero

But we can definitely look into getting new a list of larger customers if you wanna spend the this cycles to call them.

1:40:6.300 --> 1:40:9.430

Speaker 2

And does this also mean that we are doing some filtering?

1:40:9.440 --> 1:40:20.480

Speaker 2

I think some of the messaging that we've sent out before is that can Tara doesn't in any way uh monitor, filter or mess with your your data traffic.

1:40:23.570 --> 1:40:26.970

Speaker 2

Does this mean that now we do some content filtering?

1:40:26.980 --> 1:40:29.540

Speaker 2

Or, I mean, obviously we'd have to, right?

1:40:28.520 --> 1:40:29.690

Robert Ruggiero

The yeah, we're.

1:40:30.240 --> 1:40:36.490

Robert Ruggiero

Yeah, it doesn't work cause we're not monitoring, we're not filtering content.

1:40:37.50 --> 1:40:42.100

Robert Ruggiero

We're actually, we're actually looking at IP address ranges and treating them.

1:40:44.700 --> 1:40:47.840

Robert Ruggiero

We we're, I wouldn't call it filtering.

1:40:47.890 --> 1:40:57.570

Robert Ruggiero

We're we're we're looking at IP address ranges for behaviors that look like DDoS attacks and and and separating that out or mitigating it, umm, so it has nothing to do with content.

1:41:1.190 --> 1:41:1.450

Speaker 2

OK.

1:41:1.170 --> 1:41:1.860

Grant Sullivan

That's right.

1:41:1.970 --> 1:41:3.490

Grant Sullivan

Except was that Stephanie that was talking.

1:41:3.990 --> 1:41:4.730

Speaker 2

Yeah, it was.

1:41:5.350 --> 1:41:5.740

Grant Sullivan

Yeah.

1:41:5.750 --> 1:41:18.400

Grant Sullivan

So Stephanie, you know, in all essence, you know, I would you know, if you have strategic customers that you wanna, you know hit up in advance, you know we you know certainly should, you know encourage that that if you want to call them and talk to them about it or whatever, whatever.

1:41:18.410 --> 1:41:30.430

Grant Sullivan

And let them know that it's coming and then we can have some discussions with your sales engineers or whatever about the benefit of keeping it and having it, I think that would be that would be Tom will spin, right?

1:41:32.130 --> 1:41:32.680

Speaker 2

Agreed.

1:41:32.690 --> 1:41:51.550

Speaker 2

I think it's a conversation that opens up an opportunity to talk about a lot of additional products without waiting until they're angry that we added a fee just to see if they don't notice, you know, so proactively call them and say, you know, we're a different provider than we were when you first signed up.

1:41:51.560 --> 1:41:57.270

Speaker 2

And we have a lot of different products it could, it could lead to a lot of upsell opportunity.

1:41:58.440 --> 1:42:0.500

Speaker 2

And Rusty's question, I think was valid.

1:42:0.510 --> 1:42:11.450

Speaker 2

Is there an opportunity to retire quota with this or sell them additional service that would retire quota?

1:42:13.600 --> 1:42:14.40

Rusty Bunton

Agree.

1:42:19.350 --> 1:42:21.230

Grant Sullivan

You talk about our existing embedded base.

1:42:22.680 --> 1:42:32.310

Speaker 2

Or I mean even with this with this D DOS trying to find a way to to make it to where we can earn additional revenue because of this motion.

1:42:33.880 --> 1:42:44.330

Robert Ruggiero

Umm yeah, I I think just if I wasn't me wasn't, you know, reiterate this, this will be a product that you could sell.

1:42:45.40 --> 1:42:55.120

Robert Ruggiero

It'll it'll probably it'll happen with the new catalogs released at the end of August, we may be able to try and do something earlier than that and that'll help you retire quota.

1:42:55.130 --> 1:42:58.40

Robert Ruggiero

So it will not consistently live as a surcharge.

1:42:58.50 --> 1:43:1.690

Robert Ruggiero

It does live as a surcharge for existing customers.

1:43:5.440 --> 1:43:12.140

Keith Lloyd

So the existing customer, if they have an incremental increase in their monthly recurring billing, we can't use that to retire anybody's goal, right?

1:43:20.970 --> 1:43:21.160

Grant Sullivan

Yeah.

1:43:20.270 --> 1:43:21.240

Robert Ruggiero

And just say someone on that.

1:43:21.250 --> 1:43:22.660

Robert Ruggiero

It's gonna say that's a good sales question.

1:43:22.710 --> 1:43:24.990

Robert Ruggiero

Maybe we should have Adrian press that.

1:43:27.140 --> 1:43:28.970

Keith Lloyd

That's what the question is here guys.

1:43:29.260 --> 1:43:30.500

Robert Ruggiero

Umm OK.

1:43:30.110 --> 1:43:30.830

Michael Brady

That is correct.

1:43:32.10 --> 1:43:32.960

Michael Brady

Keith, that is correct.

1:43:35.830 --> 1:43:38.330

Jorge Barrera

Well guys, I believe we are going to.

1:43:37.550 --> 1:43:40.320

Keith Lloyd

Correct that it will not retire, go or will.

1:43:40.390 --> 1:43:41.70

Keith Lloyd

I'm sorry I didn't.

1:43:46.800 --> 1:43:46.990

Keith Lloyd

Yep.

1:43:40.700 --> 1:43:49.360

Michael Brady

Exit that correct these surcharge part of this which is going against the embedded base an opt out environment will not retire quota.

1:43:49.970 --> 1:43:50.190

Keith Lloyd

OK.

1:43:49.850 --> 1:43:59.440

Michael Brady

All new customers sales up upsell sales go forward, will retire court post September 1st.

1:44:1.10 --> 1:44:1.380

Keith Lloyd

OK.

1:44:1.390 --> 1:44:1.710

Keith Lloyd

Thank you.

1:44:1.40 --> 1:44:6.850

Michael Brady

Product will not be launched until September 1st, so post September 1st it will retire quota.

1:44:10.470 --> 1:44:19.640

Tracy Vincent

When I go in two months billing so or in situations where their billing goes to a corporate address and they're gonna have some situations there, it probably just one offs.

1:44:19.650 --> 1:44:25.790

Tracy Vincent

But is it gonna just be in that one month billing payment?

1:44:28.770 --> 1:44:29.160

Robert Ruggiero

So.

1:44:29.170 --> 1:44:32.600

Robert Ruggiero

So Tracy is gonna be it's gonna remain on the on the invoice.

1:44:32.670 --> 1:44:42.810

Robert Ruggiero

We don't plan on taking it off until after September invoice is released, but it is possible that we continue to have it on there for a month after, but they'll get at least two months notification.

1:44:47.380 --> 1:44:55.270

Andrew Taylor

Is this service work only for a conterra owned IP addresses or the customers running BGP with their own IP space?

1:44:55.580 --> 1:44:56.560

Andrew Taylor

It'll work there as well.

1:45:8.260 --> 1:45:16.630

Robert Ruggiero

I wanna see Conterra only I will verify with engineering team and get back to you on that.

1:45:17.660 --> 1:45:21.170

Hayden Tuttle

Ohh yeah Bob, I I'm gonna go out on a limb here.

1:45:21.230 --> 1:45:35.50

Hayden Tuttle

We typically even if the customer is using their own IP space, will have a peering IP with and Tara owned IP range, which we can use to monitor the the DDoS.

1:45:36.650 --> 1:45:37.70

Robert Ruggiero

Thank you.

1:45:37.970 --> 1:45:38.150

Hayden Tuttle

Yeah.

1:45:38.130 --> 1:45:39.280

Grant Sullivan

Yeah, I think that's right.

1:45:39.290 --> 1:45:41.960

Grant Sullivan

And then you know, it's protected at the edge of our period point.

1:45:41.970 --> 1:45:46.340

Grant Sullivan

So I think anything that the traverses through those IP's, yes.

1:45:49.120 --> 1:45:50.900

Tracy Vincent

We don't do DHCP anymore.

1:45:49.160 --> 1:45:51.400

Grant Sullivan

Well, we will confirm Temple.

1:45:54.200 --> 1:45:55.170

Rusty Bunton

The Bob weekend.

1:45:55.180 --> 1:45:58.970

Rusty Bunton

Uh, the customer could opt out, and then we could go talk to them.

1:45:58.980 --> 1:46:2.200

Rusty Bunton

And then convince them to get the dedos and get credit for them, correct?

1:46:4.930 --> 1:46:5.310

Robert Ruggiero

You could.

1:46:6.860 --> 1:46:7.650

Speaker 2

And how much is it?

1:46:9.700 --> 1:46:10.650

Robert Ruggiero

Yeah, it it.

1:46:10.660 --> 1:46:21.270

Robert Ruggiero

It is for and for asymmetric customers is \$15 per month and for symmetrical customers it's 40.

1:46:21.280 --> 1:46:26.720

Robert Ruggiero

So in in today's world, if you sold them flex, it's \$15.00 a month, and if you're sold them premiere, it's 40.

1:46:28.510 --> 1:46:33.220

Speaker 2

And that will also have taxes and fees, USF and things like that on top of it.

1:46:35.620 --> 1:46:41.930

Robert Ruggiero

I'm not sure what the E, but maybe yes, I'm not sure what the tax implications of them that MRC are yet.

1:46:50.270 --> 1:46:50.570

Speaker 2

OK.

1:46:43.300 --> 1:46:51.100

Robert Ruggiero

Umm, you haven't actually finished building it only because we don't need to apply it till September, but we'll have some answers on that.

1:46:51.110 --> 1:46:52.340

Robert Ruggiero

Oh, we actually get closer to release.

1:46:58.130 --> 1:46:58.440

Robert Ruggiero

Umm.

1:46:54.690 --> 1:47:1.300

Speaker 2

OK, I'm trying to understand the impact of these smaller customers that you know, the ones that \$2.00 makes a difference.

1:47:1.590 --> 1:47:2.290

Speaker 2

Thank you for that.

1:47:3.470 --> 1:47:4.70

Speaker 2

You'll let us know.



1:47:6.750 --> 1:47:7.460

Robert Ruggiero

Yes, I will.

1:47:7.960 --> 1:47:8.420

Speaker 2

OK, cool.

1:47:7.470 --> 1:47:21.720

Robert Ruggiero

Yes, I because I think I mentioned earlier we we kind of owe you a picture of what it looks like on a customer's bill and so that that will that will be umm you know that image will contain things like like whether it's us self or federal charges so.

1:47:34.530 --> 1:47:35.420

Speaker 2

That's a good question.

1:47:35.430 --> 1:47:43.580

Speaker 2

In the chat, is there any SLA component if we miss AD DOS it's a really good question.

1:47:55.60 --> 1:47:59.560

Robert Ruggiero

I don't think that there's any RSL is today.

1:47:59.570 --> 1:48:5.681

Robert Ruggiero

Don't cover D dos so EAE.

1:48:5.70 --> 1:48:20.140

Speaker 2

I think like specifically as it pertains to this product, if we're saying that we're gonna prevent these cyber attacks, how much are we liable for if they get attacked anyway and we charge them for that protection?

1:48:19.130 --> 1:48:22.90

Robert Ruggiero

They're they're they're going to get attacked.

1:48:22.100 --> 1:48:26.300

Robert Ruggiero

I I think at the end of the day, what we're doing is we're telling them that we're mitigating that attack.

1:48:27.90 --> 1:48:27.440

Robert Ruggiero

Umm.

1:48:28.110 --> 1:48:35.100

Robert Ruggiero

On their behalf so that they're not feeling the impact of that attack on the Internet bandwidth.

1:48:36.840 --> 1:48:39.10

Robert Ruggiero

So we're isolating and mitigating it for them.

1:48:39.460 --> 1:48:40.810

Robert Ruggiero

We're not. We're not.

1:48:41.20 --> 1:48:44.990

Robert Ruggiero

We're not telling the customer that they're not gonna get details attacked.

1:48:46.710 --> 1:48:55.870

Robert Ruggiero

We're we're just protecting that them from the impact of that is close to the Internet peering pointer handoff as possible.

1:48:55.880 --> 1:49:4.690

Robert Ruggiero

So we are we are protecting that 100 Meg bandwidth for example, so that it's only bandwidth that's that's that's clean.

1:49:7.890 --> 1:49:8.680

Grant Sullivan

Yeah, that's right.

1:49:8.690 --> 1:49:10.210

Grant Sullivan

And you know, Stephanie, there's.

1:49:11.750 --> 1:49:15.680

Grant Sullivan

There's all kinds of information out there that we need to get to you guys about.

1:49:15.770 --> 1:49:20.670

Grant Sullivan

You know how common these tasks are are actually more common.

1:49:20.680 --> 1:49:39.900

Grant Sullivan

You probably think the impact to a customer, even a small businesses, what happens to them when a DDoS attack actually occurs and they can't process payments and do this and all that kind of stuff, we need to get all that information to you so that you have that in your arsenal to be able to talk to your customers about.

1:49:42.660 --> 1:49:43.810

Grant Sullivan

But like to boss point.

1:49:43.10 --> 1:49:45.840

Speaker 2

At one point I had a statistic like 4%.

1:49:45.850 --> 1:49:48.960

Speaker 2

It costs 4% to protect yourself against an attack.

1:49:48.970 --> 1:50:1.140

Speaker 2

I mean the average cost of an attack, things like that are really powerful from a sales standpoint to be able to to say, look, it's \$15.00, but imagine if you can't process transactions for an entire day, what is your business?

1:50:1.150 --> 1:50:3.450

Speaker 2

Lose 100 grams a day.

1:50:3.990 --> 1:50:4.190

Grant Sullivan

Yeah.

1:50:3.690 --> 1:50:9.310

Speaker 2

All those business owners like to boast about that, so any any information you can arm us with would be very helpful.

1:50:10.560 --> 1:50:10.930

Grant Sullivan

Yeah.

1:50:10.940 --> 1:50:13.130

Grant Sullivan

And I'll give you a just a real quick example.

1:50:13.140 --> 1:50:25.920

Grant Sullivan

At a previous company, there was a kid that didn't wanna take his his high school testing that week of school and went on the black market, bought a \$50.00 details attack and took down the servers for four days.

1:50:26.900 --> 1:50:35.980

Grant Sullivan

And so that us at the other company did not have a active DDoS scrubbing mitigation product.

1:50:35.990 --> 1:50:37.160

Grant Sullivan

We just took it in black.

1:50:37.170 --> 1:50:44.630

Grant Sullivan

Hold them to not affect other customers and you know the school system was was pretty upset about that.

1:50:44.640 --> 1:50:51.510

Grant Sullivan

So that's, that's the kind of stuff that can be super detrimental to a customer's business, right?

1:50:51.560 --> 1:50:53.440

Grant Sullivan

And we need to arm you guys with that information.

1:50:53.450 --> 1:50:58.110

Grant Sullivan

So you have it, but this is a huge thing that we're putting in for protection for our customers.

1:50:58.120 --> 1:51:7.60

Grant Sullivan

And you know, we do need to, you know, it is a item that we do need to to get some revenue for.

1:51:7.670 --> 1:51:14.160

Grant Sullivan

At the same time, so it is a value add, but it makes their internets strong, dependable.

1:51:14.170 --> 1:51:18.800

Grant Sullivan

And you know, Brady, now go back and forth about what to call it clean Internet or something like that.

1:51:18.810 --> 1:51:25.710

Grant Sullivan

But he has all kinds of cool names for it, but it it's really going to fortify.

1:51:26.720 --> 1:51:36.810

Grant Sullivan

Umm, the Internet product and and make us different from other customers cause a lot of other service providers don't include this or not at the charge that that we're charging for it.

1:51:37.40 --> 1:51:41.450

Grant Sullivan

I think it lumen for you know, a couple 100 mags are up to a gig service.

1:51:41.460 --> 1:51:43.870

Grant Sullivan

They're charging \$1000 a month, something like that.

1:51:43.880 --> 1:51:46.450

Grant Sullivan

Something crazy for that separately.

1:51:47.200 --> 1:51:50.780

Grant Sullivan

So it's just we're taking a different model.

1:51:50.790 --> 1:51:53.880

Grant Sullivan

Look at it versus how other telecom companies are doing it.

1:51:55.310 --> 1:51:57.970

Grant Sullivan

So it's going to separate you in in your, in your local markets I think.

1:51:59.120 --> 1:52:0.731

Speaker 2

Can you get us some of the E?

1:51:58.810 --> 1:52:1.70

Keith Lloyd

Yeah, this will change the narrative for sure.

1:52:2.290 --> 1:52:3.0

Speaker 2

I'm sorry, go ahead.

1:52:2.60 --> 1:52:6.580

Keith Lloyd

This will change the narrative of the conversation that you have with your customer.

1:52:6.780 --> 1:52:7.70

Adrian Garcia

Yep.

1:52:6.850 --> 1:52:8.320

Keith Lloyd

Being able to offer these products.

1:52:12.90 --> 1:52:13.530

Adrian Garcia

Yeah, I mean that's that's that's.

1:52:12.540 --> 1:52:14.390

Speaker 2

Can you get us any of the information?

1:52:14.400 --> 1:52:19.650

Speaker 2

Like what other providers do up from a smaller business standpoint on on this?

1:52:19.660 --> 1:52:23.200

Speaker 2

Like what they charge or or if they do it or don't do it type of thing.

1:52:25.850 --> 1:52:26.700

Grant Sullivan

Yeah, absolutely.

1:52:26.710 --> 1:52:27.180

Grant Sullivan

Must.

1:52:27.230 --> 1:52:27.500

Grant Sullivan

Yeah.

1:52:27.510 --> 1:52:29.640

Grant Sullivan

And I'll tell you, most competitors don't.

1:52:30.460 --> 1:52:34.780

Grant Sullivan

They charge for it, but they charge one off and they charge lots of money for it.

1:52:36.100 --> 1:52:36.340

Adrian Garcia

Yep.

1:52:39.260 --> 1:52:39.690

Michael Brady

Yeah, here.

1:52:38.870 --> 1:52:39.970

Rusty Wilson

So so back.

1:52:39.940 --> 1:52:41.210

Grant Sullivan

It's because it's expensive.

1:52:39.700 --> 1:52:48.30

Michael Brady

There's a big difference between active active and non active, so the on demand videos is not expensive.

1:52:48.860 --> 1:52:57.870

Michael Brady

Active dedos is expensive, so when you go out and you look at all this stuff, you're gonna see you're gonna see a plethora of ways people charge for this.

1:52:58.500 --> 1:53:0.300

Michael Brady

People charge for it on bandwidth.

1:53:0.310 --> 1:53:1.830

Michael Brady

People charge for it at port levels.

1:53:1.840 --> 1:53:4.190

Michael Brady

People charge for it at incidence levels.

1:53:4.300 --> 1:53:18.20

Michael Brady

People charge for that hourly, so big customers with 10 gig ports, they get hit as you black hole it you and you, you mitigate it and someone out else is out there trying to figure out what's going on.

1:53:18.730 --> 1:53:20.800

Michael Brady

You know, there's all sorts of ways to change this.

1:53:20.810 --> 1:53:30.290

Michael Brady

This is a simplified way for us to give a different level of security across all of our IP ports to everybody that we have right.

1:53:30.340 --> 1:53:34.770

Michael Brady

It is an opt out opt in environment right?

1:53:34.820 --> 1:53:41.810

Michael Brady

And it's a something that you can sell as a value going forward or giving you two months a heads up here.

1:53:41.900 --> 1:53:48.210

Michael Brady

So if you do get a call or if somebody ask you now know what's going on, right?

1:53:48.220 --> 1:53:50.610

Michael Brady

I mean, truly, it's been out there for seven days.

1:53:51.200 --> 1:53:56.610

Michael Brady

First build cycle was July 1st so now you have a heads up here you know.

1:53:56.620 --> 1:54:11.370

Michael Brady

But as we roll out all of this Fortinet platform guys, it is a cloud first, security, first platform, everything is about moving all applications to the cloud and all applications in the secured environment.

1:54:12.80 --> 1:54:18.910

Michael Brady

So what we've done is we've taking that we've taken a service that we have on our backside that we utilize for our own protection.

1:54:20.570 --> 1:54:30.500

Michael Brady

We've now made this forward facing to the customer, so we can now provide that at a customer level and our own across the platform.

1:54:30.510 --> 1:54:37.800

Michael Brady

The Fortinet platform, which is the number one platform in the world right for cloud and security.

1:54:38.50 --> 1:54:40.500

Michael Brady

So use that to your benefit to keys point.

1:54:40.610 --> 1:54:42.240

Michael Brady

Change the conversation, guys.

1:54:42.510 --> 1:54:44.820

Michael Brady

This is not a me too Internet port.

1:54:44.830 --> 1:54:46.310

Michael Brady

We've never sold Me 2 Internet.

1:54:47.620 --> 1:54:49.70

Michael Brady

We've always said we're different.

1:54:49.600 --> 1:54:51.470

Michael Brady

We're trying to help that difference now.

1:54:51.480 --> 1:54:59.910

Michael Brady

Now this one's gonna cost a little bit because there's massive value to it, but it two weeks just or two months of we have these discussions.



1:55:0.80 --> 1:55:10.390

Michael Brady

So come September 1st, when you can sell it or the the actual charge surcharge hits a hits the invoice, you can be prepared for that.

1:55:10.400 --> 1:55:13.650

Michael Brady

So these are great questions, great conversations.

1:55:13.820 --> 1:55:15.170

Michael Brady

I love the engagement.

1:55:15.180 --> 1:55:25.910

Michael Brady

So first time that we've caught your attention with something new, you know, and I think we've caught your attention because it's cyber and we've also caught your attention because there's a cost associated with it.

1:55:25.920 --> 1:55:42.840

Michael Brady

So it's a combination of both, but think about this guys, as we go through this storytelling event that we're going through and we're changing our conversations with our customer, even the smallest mom and pop shop, right, let's just say they do \$1000 a day or \$500.00 a day.

1:55:44.740 --> 1:55:47.890

Michael Brady

If they can't process that stuff, it costs them.

1:55:48.40 --> 1:55:49.110

Michael Brady

That's their livelihood.

1:55:49.940 --> 1:55:53.200

Michael Brady

We're trying to give them some level of protection with that we can't protect.

1:55:53.210 --> 1:55:57.530

Michael Brady

You're never fully protected in today's world, but we can stop it.

1:55:57.760 --> 1:56:1.530

Michael Brady

To where no longer you gotta 1000 people trying to pound 100.

1:56:1.540 --> 1:56:4.950

Michael Brady

Make port and they can then do something different, right?

1:56:5.40 --> 1:56:11.330

Michael Brady

They can go to the wireless backup that will then give them some level of service connectivity.

1:56:11.560 --> 1:56:25.310

Michael Brady

They can use their cell phone, they can do something different, but they will know that there is a deed auto attack going on on their port and we can show them that all of the stuff that you see from a portal perspective that will be available in this service too, right.

1:56:25.320 --> 1:56:29.780

Michael Brady

Grant will be able to give them kind of portal or visibility into uh.

1:56:29.790 --> 1:56:35.330

Michael Brady

Any attacks or any of that sort of stuff as well, right in regions on their port or all the other stuff.

1:56:35.340 --> 1:56:38.750

Michael Brady

So it's a pretty dynamic view that we're able to give to our customers.

1:56:39.770 --> 1:56:43.860

Michael Brady

I don't know if you and we'll get you some of those examples too, guys, but great questions.

1:56:43.50 --> 1:56:48.890

Grant Sullivan

Yeah, it does have a customer facing portal where they can go and log in and and look and all that kind of stuff.

1:56:48.900 --> 1:56:51.700

Grant Sullivan

And that's some of the stuff with all the different portals.

1:56:51.710 --> 1:57:2.710

Grant Sullivan

You know, views that we're gonna have with all of our new products, we've got to develop to develop a singular portal view so that everybody can just go and log into one thing and then be able to get to all the different products.

1:57:7.680 --> 1:57:8.210

Keith Lloyd

That's why.

1:57:5.800 --> 1:57:10.910

Adrian Garcia

And if I'm if I'm hearing this right, you know, it's it's it's to keep's point.

1:57:10.920 --> 1:57:14.500

Adrian Garcia

It's how we deliver the message, so they call asking about it.

1:57:14.550 --> 1:57:19.290

Adrian Garcia

It it basically if you were to come to me, Mr customer, I'd have to sell it to you at a high rate.

1:57:20.210 --> 1:57:24.860

Adrian Garcia

As a company, we decided to offer to all of our customers at a significantly discounted rate.

1:57:25.700 --> 1:57:30.500

Adrian Garcia

So you know, that's basically the way I see it, right, is that, that's accurate.

1:57:30.510 --> 1:57:32.320

Adrian Garcia

We won't be able to sell it at that same charge.

1:57:34.360 --> 1:57:36.50

Grant Sullivan

If, if we were not doing it that way.

1:57:36.60 --> 1:57:37.90

Grant Sullivan

Adrian, you're exactly right.

1:57:37.840 --> 1:57:38.0

Adrian Garcia

Yeah.

1:57:43.880 --> 1:57:44.40

Adrian Garcia

Yeah.

1:57:37.200 --> 1:57:45.990

Grant Sullivan

This the power of of a lot of folks, you know, opting into it is allowing us to to make it consumable for everybody at a lower charge, right?

1:57:50.280 --> 1:57:50.660

Adrian Garcia

Great.

1:57:46.60 --> 1:57:57.400

Grant Sullivan

Otherwise, I mean cause this several 100 thousands of dollars to to to put this in and every Internet peering point that we add going forward, we have to add equipment to those.

1:57:57.410 --> 1:57:58.730

Grant Sullivan

So it's gonna be an active thing.

1:57:58.740 --> 1:58:1.610

Grant Sullivan

It's not like one time and we're done, you know, spending capital on it.

1:58:1.620 --> 1:58:8.280

Grant Sullivan

It's gonna be a capital investment every time we start we upgrade Internet, you know, drains and things like that.

1:58:9.910 --> 1:58:11.240

Adrian Garcia

Yeah, right.

1:58:11.60 --> 1:58:12.10

Keith Lloyd

Yeah, this is a good.

1:58:12.20 --> 1:58:13.50

Keith Lloyd

This is a good thing.

1:58:13.60 --> 1:58:13.270

Keith Lloyd

It's a.

1:58:11.250 --> 1:58:18.580

Adrian Garcia

And I'm just saying from the customer customer message, it'd be it'd be more expensive if they would come to the sales team to get that kind of service.

1:58:19.790 --> 1:58:20.860

Adrian Garcia

Then the opt out fees.

1:58:20.870 --> 1:58:22.780

Adrian Garcia

What I'm saying right this message to the customer.

1:58:24.110 --> 1:58:26.140

Keith Lloyd

Well, this is a really good thing for the customer.

1:58:26.710 --> 1:58:26.910

Adrian Garcia

Yep.

1:58:27.370 --> 1:58:28.920

Keith Lloyd

They may not realize it today.

1:58:28.930 --> 1:58:38.930

Keith Lloyd

It's also a really good thing for conterra, so we need to, like I say, change the conversation, change the narrative to what the benefits are of it.

1:58:39.120 --> 1:58:41.170

Keith Lloyd

Not that I'm charging you \$15.00 a month.

1:58:45.220 --> 1:58:45.620

Adrian Garcia

That's right.

1:58:49.320 --> 1:58:49.910

Rusty Wilson

Is there?

1:58:49.960 --> 1:58:53.190

Rusty Wilson

Uh, I'd like to go back to the service level agreement.

1:58:53.190 --> 1:59:9.820

Rusty Wilson

Like I know that it's not part of that, but if I've paid three years at \$50.00 a month for protection and I get hit with an attack it, that should be some kind of some kind of, I don't know.

1:59:10.600 --> 1:59:16.100

Rusty Wilson

Uh settlement there to to say, hey, this is gonna be an there's gonna be a problem.

1:59:16.910 --> 1:59:33.950

Rusty Wilson

I believe if that happens to them and we give them a month credit, I mean, is there something that we can come up with and say, hey, you know, because everything's 100%, but you know, we'll credit you for this month or whatever that that.

1:59:33.300 --> 1:59:34.700

Grant Sullivan

Well, I think we have SLA's.

1:59:35.510 --> 1:59:35.890

Keith Lloyd

We do.

1:59:35.800 --> 1:59:38.800

Grant Sullivan

Around our Internet access already today, right?

1:59:39.20 --> 1:59:39.210

Rusty Wilson

Yes.

1:59:38.860 --> 1:59:40.380

Keith Lloyd

We we do, yes, we do.

1:59:43.970 --> 1:59:44.480

Rusty Wilson

Oh, good.

1:59:44.490 --> 1:59:44.880

Rusty Wilson

OK.

1:59:40.820 --> 1:59:45.760

Grant Sullivan

I think they would fall within that same, you know that same line up, yeah.

1:59:45.330 --> 1:59:46.90

Rusty Wilson

OK, great.

1:59:48.200 --> 1:59:48.390

Keith Lloyd

Yeah.

1:59:48.400 --> 1:59:54.950

Keith Lloyd

And I'm sure that the Teasing's will reflect those non liabilities regarding that service as well.

1:59:54.960 --> 1:59:55.980

Keith Lloyd

I would hope that it does so.

1:59:58.120 --> 1:59:58.760

Grant Sullivan

Yeah, that's right.

1:59:58.770 --> 2:0:3.930

Grant Sullivan

And we're we're gonna have to change our teams and sees when we get to more and more security type things.

2:0:4.280 --> 2:0:5.890

Grant Sullivan

So you'll see some of that stuff changing.

2:0:5.900 --> 2:0:16.570

Grant Sullivan

We're working with what band and and those guys right now to to adjust some of that, but we'll let you guys know plenty ahead of time of what the wording is and how we're changing it and all that.

2:0:19.40 --> 2:0:19.980

Dagan Soileau

Is there anything?

2:0:19.10 --> 2:0:20.500

Grant Sullivan

I think somebody riser hands too.

2:0:20.570 --> 2:0:20.940

Grant Sullivan

It was that.

2:0:20.920 --> 2:0:41.850

Dagan Soileau

You asked me is there anything that we can do for those in flight orders that we say the ones we just signed, so they haven't been receiving the notices because they're not concurrent customer yet they haven't received any Billings yet that whenever they do finally get turned up in September, October, November, that all of a sudden now they're paying 15 or \$40 more?

2:0:41.960 --> 2:0:42.330

Robert Ruggiero

No.

2:0:44.30 --> 2:0:44.940

Rusty Wilson

A good point.

2:0:42.880 --> 2:0:48.40

Dagan Soileau

Than what we had originally signed them for in June and July, may you know.

2:0:50.670 --> 2:0:51.460

Rusty Wilson

That's a great point.

2:0:54.30 --> 2:1:4.870

Dagan Soileau

Maybe that could be something for the project coordinators to blast email blasts like hey, just a heads up, this is what's going to be happening by the time you get turned up when you first billing happens.

2:1:5.800 --> 2:1:7.290

Dagan Soileau

This is going to be an extra charge on it.

2:1:11.530 --> 2:1:13.970

Grant Sullivan

Yeah, that's that's a really good question.

2:1:14.360 --> 2:1:21.330

Grant Sullivan

I don't know that I have the answer for that yet, but let me let me let me think about that and how we we need to to remedy that.

2:1:24.950 --> 2:1:25.440

Grant Sullivan

Who was that?

2:1:25.450 --> 2:1:25.790

Grant Sullivan

Asked that.

2:1:29.90 --> 2:1:30.410

Dagan Soileau

That was me, Dagan swallow.

2:1:30.480 --> 2:1:31.880

Grant Sullivan

Well, again, thanks Dagan.

2:1:37.900 --> 2:1:38.700

Grant Sullivan

More common on that.

2:1:38.710 --> 2:1:40.130

Grant Sullivan

I'll let let me get back to you on that one.

2:1:48.990 --> 2:1:49.330

Grant Sullivan

Alright.

2:1:48.470 --> 2:1:49.430

Adrian Garcia

Alright team, we.

2:1:48.370 --> 2:1:50.580

Speaker 2

Is this going to impact anything like they're IT?



2:1:50.590 --> 2:1:51.580

Speaker 2

People need to change.

2:1:53.510 --> 2:1:53.750

Grant Sullivan

No.

2:1:56.950 --> 2:1:57.410

Grant Sullivan

That happened.

2:1:51.590 --> 2:1:59.930

Speaker 2

Like if they're doing somebody boy over the top or I mean we require that they have IT person put their routers and stuff in.

2:2:1.350 --> 2:2:6.860

Grant Sullivan

No, this is this is all done at the core level at our peering points out to the Internet.

2:2:6.870 --> 2:2:7.960

Grant Sullivan

So they don't have anything to.

2:2:8.50 --> 2:2:9.0

Grant Sullivan

There's nothing needs to be done.

2:2:11.880 --> 2:2:12.220

Speaker 2

Good deal.

2:2:10.550 --> 2:2:19.430

Grant Sullivan

Basically what we're going to do, we're going slide in a piece of equipment in between our peering points and our network that'll be scrubbing the data coming through.

2:2:26.80 --> 2:2:27.250

Adrian Garcia

All great questions.

2:2:27.140 --> 2:2:27.660

Courtney Meadows

I have a question.

2:2:27.260 --> 2:2:28.290

Adrian Garcia

Great conversation.

2:2:28.360 --> 2:2:28.950

Adrian Garcia

We are over.

2:2:28.960 --> 2:2:29.170

Adrian Garcia

Go ahead.

2:2:30.770 --> 2:2:31.530

Adrian Garcia

Last one who's that?

2:2:31.220 --> 2:2:37.960

Courtney Meadows

That first product that we talked about that's going to be required for analog lines, is that also going to be automatically implemented to all of our customers?

2:2:40.340 --> 2:2:46.780

Robert Ruggiero

No, no, that that there's something that you would add for new opportunities to go forward?

2:2:48.410 --> 2:2:48.740

Robert Ruggiero

Umm.

2:2:48.500 --> 2:2:48.810

Courtney Meadows

OK.

2:2:48.820 --> 2:2:49.570

Courtney Meadows

Or renewals. OK.

2:2:49.880 --> 2:2:50.920

Robert Ruggiero

We'll renewals, yeah.

2:2:53.10 --> 2:2:53.230

Courtney Meadows

OK.

2:2:53.240 --> 2:2:53.750

Courtney Meadows

Thank you, Bob.

2:2:54.280 --> 2:2:54.430

Robert Ruggiero

Yep.

2:2:56.720 --> 2:3:2.590

Grant Sullivan

So feedback Adrian, I know you want to close this down, so I'm sure everybody's hungry too.

2:3:2.600 --> 2:3:5.690

Grant Sullivan

I am too but feedback is very important, right?

2:3:5.700 --> 2:3:14.680

Grant Sullivan

So I please don't be bashful to send Bob and myself feedback on on anything that we've discussed today.

2:3:15.290 --> 2:3:17.10

Grant Sullivan

We wanna especially know, you know.

2:3:18.810 --> 2:3:32.670

Grant Sullivan

The markets themselves and how they're reacting to the products and the pricing and all that kind of stuff, so don't be bashful, send us some information, more information, the better, right, so.

2:3:36.510 --> 2:3:37.680

Grant Sullivan

It is up Adrian.

2:3:37.690 --> 2:3:38.350

Grant Sullivan

I'll turn it over to you.

2:3:37.930 --> 2:3:38.900

Adrian Garcia

Right. Yeah.

2:3:38.910 --> 2:3:43.100

Adrian Garcia

No, I mean umm, I agree in Team conterra's changing.

2:3:43.110 --> 2:3:49.970

Adrian Garcia

I mean we are, we are changing conversations, but we're also changing in what we offer and you know this, this is all great.

2:3:49.980 --> 2:3:53.950

Adrian Garcia

This is all things that we've all been waiting for to be able to offer to our to our customers.

2:3:53.960 --> 2:4:1.350

Adrian Garcia

So you know, Michael and Grant have been expediting that line, and I know it seems like a lot, but you know we're we're behind.

2:4:1.460 --> 2:4:5.660

Adrian Garcia

You know, we've been wanting these services since and so one along time ago.

2:4:5.670 --> 2:4:8.420

Adrian Garcia

So I'm excited to see these.

2:4:8.430 --> 2:4:15.60

Adrian Garcia

You know, starting to starting to be available for us to offer to our customers and we need to start and continue to have those conversations with them.

2:4:15.70 --> 2:4:18.170

Adrian Garcia

So we ran a little bit long as a good call.

2:4:19.480 --> 2:4:20.950

Adrian Garcia

Appreciate everybody's sticking around.

2:4:20.960 --> 2:4:34.680

Adrian Garcia

Appreciate all the visitors Michael and Grant and everybody who participated, you know, look forward to to talking to you guys, the new hires next week and we'll be visiting here soon.

2:4:34.690 --> 2:4:39.890

Adrian Garcia

And I think the next call is going to be Michael's call before we get the to see each other again or talk to each other again.

2:4:39.900 --> 2:4:41.350

Adrian Garcia

Again, thank you all.

2:4:42.190 --> 2:4:43.720

Adrian Garcia

Have a great rest of your day.

2:4:43.830 --> 2:4:44.560

Adrian Garcia

Talk to you soon.

2:4:44.570 --> 2:4:45.30

Adrian Garcia

Go South.

2:4:47.320 --> 2:4:48.70

Grant Sullivan

Thanks everybody.

2:4:48.40 --> 2:4:48.570

Albert Bischke

Thank you.

2:4:48.580 --> 2:4:48.830

Albert Bischke

Take care.

2:4:48.540 --> 2:4:49.60

Doug Boberg

Thanks Adrian.

2:4:49.300 --> 2:4:49.930

Grant Sullivan

And the weekend.

2:4:49.590 --> 2:4:50.140

Doug Boberg

Thanks guys.

2:4:50.330 --> 2:4:50.890

Courtney Meadows

Thank you.

2:4:50.870 --> 2:4:51.110

Holly Franklin

Thanks.

2:4:53.10 --> 2:4:53.980

Speaker 2

Thanks, grant.

2:4:54.410 --> 2:4:55.50

Speaker 2

Thanks Bob.

2:4:58.600 --> 2:4:59.790

+19152033436

Read out on ghost.

2:4:59.980 --> 2:5:0.360

+19152033436

Thank you.